



ANNUAL REPORT 2011



www.isana.org.au



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

It is with great pleasure that we provide this report to members on the associations activities for the last 12 months. The national office bearers serving the second year of our term in office consist of:

President – Danielle Hartridge

Vice President – Melanie Duncan

Vice President (Planning & Development) – Peter Spolc

Vice President (Professional Development) - Desma Smith

Treasurer – Joshua Beggs

Communications Manager - Ben Hooper

The national office bearers, along with the branch representatives form the ISANA Council who has responsibility for the management of the association. These branch representatives during the last 12 months included:

New South Wales – Stephen Howlett (May - October)

New Zealand – Sylvia Hooker (until June)/Jason Cushen (from June)

Queensland – Graeme Baguley

SANiTY - Mary Ann Seow

Victoria – Wendy Blastock

One of the strengths of ISANA is our structure – we represent members at a national level in both Australia and New Zealand and at a state level through the branches. All of the branches are to be congratulated for their achievements. They organise invaluable professional development opportunities and represent the interests of members at the state government level and state based stakeholders with an interest in supporting international students.

We held two face to face meetings, two constitutionally convened general meetings and one special meeting. The Council keep in regular contact via email and telephone. Most of the work we do for ISANA takes place outside normal office hours as the majority of office bearers have full-time paid positions. All the work we do for ISANA is on a voluntary basis. We believe in what ISANA stands for and have a shared passion for supporting our international students. It is an honour to represent the members of ISANA and to build on the amazing achievements that have taken place over many years.

The International Student Experience

ISANA members have a longstanding understanding and appreciation of the importance of the international student experience. The success of international education is dependent upon international students having a positive experience. International students make a significant contribution to the Australian community. For many years there has been an emphasis on the economic benefits of international education. It is pleasing to see more discussion on the social and cultural benefits, and that by supporting and empowering international students is of great benefit to the sector.

ISANA has always advocated for effective support networks to maximise the benefits not only to the international students but also to the variety of stakeholders in international education and more broadly within the Australian community. Although there has been more attention on this issue we still have a long way to go to better understand the elements of a positive international student experience.

AEI have undertaken a considerable amount of research on the international student experience and a number of sector peak bodies have also contributed to this discussion. ISANA is keen to contribute to these discussions and

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share with stakeholders the wealth of knowledge our member possess through their hands on experience and research over many years.

Conferences

We are starting to see a number of professional conference companies organising conferences on the different aspects of international education. ISANA has been approached to endorse and participate in some of these conferences.

We have endorsed and participated in the 3rd *Annual Campus and Student Security Conference* held in May and the *Building an International Education Strategy Conference* held in July. Participation in these conferences provides ISANA with the opportunity to promote the association to an audience who may not have previously heard about our work.

ISANA also presented at the *Australian International Education Conference (AIEC)* held in October.

Governance

As advised at the last annual general meeting a Constitutional Working Party was established. The responsibility of this group was later expanded to include governance and became known as the Constitutional and Governance Working Party. Advice was obtained from a lawyer with some suggested changes that we needed to make to our constitution to ensure it reflected the requirements of the Incorporated Association Act.

Unfortunately, the two appointed chairs of this working party each resigned because they held the view that their position had been compromised by a member of the working party who persistently diverted attention away from the core business of the working party. This made it very difficult for the working party to function successfully.

As such, Council felt that current membership and structure of the group was not effective and therefore, it was decided to convene a meeting with the working party members who were not on Council and Council members. During the two meetings proposed changes received from the lawyer were considered. Those changes that received unanimous support have been put forward to members at the 2011 annual general meeting.

The working group consisted of four Council members and four ISANA members. We would like to thank members Ann Bell, Denis Sheehan, John Pittendrich and Michael James for their valuable contribution to the working group.

ISANA's governance and constitution still requires a considerable amount of work and should continue to be a priority for the new Council.

Website and Resources

The ISANA website received a new look in 2011. Existing content was transferred to the new site. New resources and items of interest have been added to the site. There is a wealth of knowledge available – we recently received a site map of the content available and there are 880 individual items and links. This is a testament to the valuable work of ISANA over many years and it is important that the valuable research and good practice examples are captured on the site and accessible to members. Further work is required to ensure members can access the information they need.

ISANA released a number of projects that commenced in 2009. These include the *Good Practice Guide to Engaging International Students Outside the Classroom*, the *Education Agents Manual*, the *Parents Guide* and the *Postgraduate, Research and Students with Families Guide*. These resources add to previous projects available on the ISANA website, including the *Rainbow Guide* and *ESOS Online Tutorial*. We are grateful to AEI for funding these projects and for their commitment to improving the international student experience.

Government Reviews

In 2011 ISANA prepared submissions to government reviews in areas relating to the international student experience. In January we provided a response to the discussion paper - *Reforming ESOS: Consultations to build a stronger, simpler, smarter framework for international education in Australia*.

ISANA also prepared a submission to the *Knight Review of the Student Visa Program* and issued a media release in response to the final report and recommendations.

We made a decision to comment on those areas that impacted upon the international student experience.

Stakeholder engagement

ISANA continues to maintain and develop relationships with peak bodies and other stakeholders with an interest in supporting international students. It is pleasing to see an increase in the number of community groups that are interested in supporting international students. These include community groups, welfare agencies, local councils and sporting organisations, just to name a few. The working relationship with these organisations is important to maximize the support and opportunities available to our international students.

ISANA has participated in a number of working groups and consultations to a variety of stakeholders wanting to gain an understanding of the complexities of the international students experience. As a member based association, it is important that members share their good work and any concerns they may have. The ISANA voice is a collective voice of all our members and even though we may not always reach consensus on all issues, it is important that we understand the variety of concerns our members may have.

One of the most important partnerships we have is with the Council of International Student of Australia (CISA). The relationship between ISANA and CISA has been strengthened in 2011. We share a common interest in supporting and maximizing the experience of international students. We congratulate CISA for their achievements to date and look forward to further developing our relationship and working together to supporting the interests of international students.

It has been a challenging year for the ISANA Council – our interest has been to support our members and by supporting members we endeavor to provide a positive experience for our international students. Unfortunately, the ISANA Treasurer has attempted to divert our focus away from our main focus by constantly placing numerous diversions to the ISANA Council. The Treasurer refuses to acknowledge that he is working as a member of a team and has continued to represent his personal views rather the views of the ISANA Council. We could have achieved more if it wasn't for the unproductive diversions of the Treasurer who has not only impacted on the effectiveness of this Council. His actions alone have resulted in the resignation of the ISANA secretariat.

We would like to thank Conference Design for the provision of secretariat services. Ben and Tracy, your contributions have exceeded our expectations and we thank you for your valuable contribution and commitment to ISANA.

Danielle Hartidge
National President
ISANA: International Education Association
On behalf of the ISANA Council

VICTORIA

In 2011, we will have seen another successful year in the ISANA Victoria Branch. The role of student advisors for international students continues to change. Understanding that resources are limited, but commitment is strong, our branch has continued to adapt to ensure that our members remain at the heart of the professional development that we present. Together we will be able to deliver to the ever-changing needs of the profession and the international student community in Victoria.

In 2010-2011, the number of international students turning to study in Victoria has improved after the turbulent 2009 year, where re-structures were great, negative media surrounding the support and protection of international students was a continuous stream of concerns that affected our work in Victoria. We are seeing greater programs at the institution level, but also greater interaction with external stakeholders such as City councils and other external organizations.

The ISANA Victoria branch chose to provide profession development in a variety of topics in 2011. These included:

- 4th April - Mainstreaming International Students Services - Dr Helen Forbes Mewett
- 15th June - Inclusive Approaches to Intercultural Dialogues - Dianne Collett
- 2nd September - State Conference: Managing the Here and Now - The current reality of the international student experience
- 16th November - Mental Health & International Students

The March, June & November professional development sessions were at no cost to ISANA members. The interest has ranged with these topics with approximately 60/40 split between members and non-members attending. It may be time to re-visit the structure of the professional development and perhaps widen the format. However this is certainly dependant on the needs of the ISANA members in Victoria.

The State conference in September was a successful cross-section of topics of interest with various stakeholder input from Government, industry representatives, international student organizations and students themselves. The international student leader's presentations consolidated the support that our members provide to international students. The student's achievements were outstanding and it is clear that Victoria does provide opportunities for international students.

The Mental Health professional development session is a joint initiative with ANZSSA. This is a first of bringing together the experience of both organizations to develop a session that will build on the challenging factors of mental health affecting our international students. We take the opportunity to thank ANZSSA for their assistance and support in developing the program for the forum which has had extensive interest.

Throughout the year the ISANA Victoria branch was asked to send a delegate to a number of discussions relating to the experience of international students in Victoria. I would like to take the opportunity to thank those who took time from their employment to attend various meetings and represent the ISANA Victoria branch.

I would like to acknowledge the ISANA Victoria branch committee for their energy, promotion of the ISANA membership, and commitment to supporting this organization. They are a wonderful team who have always come together to deliver to our membership. They contribute their time, expertise and passion. The Victoria branch continues to foster strong relationships and demonstrates knowledge and experience with the support to international students.

The future plans will continue to develop the network, and needs of a diverse membership base. The success of the organization will always remain with the members. Be involved, provide suggestions and build on the positive outcomes for our international students through outstanding student support initiatives, which provide a personal sense of achievement.

Mary Pozzobon - Deputy President - ISANA Victoria Branch

QUEENSLAND

It has been my honour to represent members of ISANA as the President of the Queensland Branch for the past two years. It was also my pleasure to work with the very dedicated and professional executive team of Liz Wright (GU), Secretary, Nelson Ng (formally MSIT and now QUT), Treasurer, Lio Lay (QUT), Communications Officer and Shereen Metry (UQ), Vice-President until her resignation due to ill health.

Over the past two years, the Queensland membership has grown and now stands as the second largest in the country, just behind Victoria. Current membership stands at 112. This growth has also seen a diversification with many new members coming from the secondary school sector.

Professional Development

In the first year the committee concentrated efforts on providing relevant professional development opportunities for the members and others. These were aimed at drawing back members to ISANA and providing value at a local level. These workshops included: Safety Issues for International Students; Queensland Rooming Accommodation Legislation; DIAC Changes affecting International Students; Insight into Japanese Students and Mental Health Issues; International Students – Relationships and Sexual Health Issues and Welcome Brisbane and Orientation Programs. Attendance at these PD Sessions ranged from 15 to 40 participants.

This year, with all the best intentions to lead off with some early PD sessions, ISANA QLD members found themselves continually catching up following serious natural disasters with floods throughout Queensland and a cyclone in the North. Many of our campuses, schools, staff and students were affected in some way or other. Our skills in handling critical incidents were put to the test and offers of help were generously provided by ISANA members across Australia.

Subsequently two further professional development sessions were conducted during the year on DIAC Changes affecting International Students and ISANA National Conference Update with Dr Shanton Chang. A session specifically entitled 'Queensland Floods 2011 looking after our students,' was cancelled due to low registrations. The third session for this semester was an update on the Knight Review and implications for our students conducted by Helen Duncan.

One of our aims for 2011 in Professional development was to highlight good practice in our State as there are many examples of this where we can learn from each other. It is hoped that this objective can be realised over the next two years where these examples can be presented as PD sessions.

Communication

Queensland Branch now has a fresh newsletter template where PD sessions, policy changes and updates on student support issues are highlighted. Links are also included to services and resources for staff working in international education and specifically in support roles. Eight issues of the e-newsletter have been sent over the two year period.

We also now have a QLD ISANA Banner for display at ISANA events and for promotional purposes.

Representation

As the peak body for international student support services, ISANA has been represented by the committee members at various forums and working parties over the past two years. Changes in the role of QETI has seen the Queensland Government drop the ball somewhat in the area of student support so that these regular meeting are no longer convened. The Brisbane City Council has also disbanded their taskforce where peak bodies were represented, in favour of a Brisbane Marketing lead committee where organisations like ISANA do not easily fit.

However we have had, through our National ISANA body, a number of opportunities to connect with Federal Government departments and are seen as a respected voice on reviews and senate enquiries.

Queensland Issues

Besides the national issues such as student safety, in recent months Queensland is getting a reputation as a State where government departments are at odds with the government policy to encourage more international student to study in the 'Smart State'. The most recent changes include denial of obstetric care for international students in public hospitals and the introduction of preparatory year fees for children of international students including those on Aid related scholarships. Queensland stands out as the only state in Australia to discriminate in this way. ISANA Queensland members in the University sector have worked across boundaries to encourage university senior management to lobby government. These issues were highlighted to sponsoring bodies and foreign government representatives and ISANA has also worked with CISA to lobby Federal Government ministers to encourage QLD to reconsider these changes.

National ISANA

The QLD Branch President sits on the National Executive of ISANA. Meetings are held once a year in person and the rest of the time via teleconference. The National Executive plays an important role in advocating for students and highlighting student issues to Government. There has also been a lot of work done in 2011 to reform some previously loose procedures in the national organisation. We have some dedicated and highly effective officers in the National Executive who have been somewhat hampered in their ISANA work because of lingering issues from a previous period. We all look forward to a resolution to these.

Conclusion

As the term of this committee comes to an end, I think we have achieved quite a bit while we also go about our very busy jobs of supporting international students. I look forward to seeing the further development of the QLD Chapter in 2012 and will be pleased to play an active role as Past-President over the next two years.

I welcome the new committee for ISANA QLD who will hold office for the next two years.

President: Lio Lay, International Student Adviser, QUT

Vice-President: Samantha Hilbig, Homestay Coordinator, Griffith University

Secretary: Maria Velasco, International Student Adviser, ACU

Treasurer: Jocelyn Tan, Settlement Officer, QUT

Communications Officer: Andrea Konecna, Worldcare Assist, Qld.

Thanks,

Graeme Baguley

NEW ZEALAND

The past year has been another busy one for ISANA New Zealand, and the international education sector in general. The terrible earthquakes in Christchurch has had a profound impact on not only education providers in that city, but throughout the country. Tragically a number of international students were killed during the February 23 earthquake, most of whom were enrolled in a language school in the centre of the city.

ISANA New Zealand did what it could to support our colleagues directly impacted by the earthquake, though naturally it never feels enough. As an organisation we see our role as ongoing and we are planning to hold a social event in December for our members in Christchurch.

This year we held our conference earlier than usual due to the wonderful Rugby World Cup that was to take over our country for six weeks in September and October. Our conference was held in Auckland at the Waipuna Lodge conference centre, a very good venue overlooking a lagoon but situated in the middle of the greater Auckland area.

Due to all the major incidents that had happened in New Zealand (and the rest of the world) at the beginning of the year our theme was “When Bad Stuff Happens” and looked and reflected on how people managed, coped and survived during these hard times and what lessons could be learned and imparted to the rest of us from the experiences of those that had gone through these major incidents. Unfortunately some of our members got caught up in an incident that was most unpredictable (the Ash cloud from an erupting volcano in Chile) and not all could attend.

It was extremely humbling to hear the tales, trials and tribulations and heartache that people had suffered and how they had managed and adapted and tried to move on again. Some great insights into how you make things work for the people that you are responsible for, while they are at your institution, and how to manage when there is nothing left standing or in such bad shape that it is unliveable or unworkable.

ISANA New Zealand continued to work with various Government agencies on behalf of members and the students that we all work so hard to support. In particular our efforts were directed towards Immigration New Zealand and the Code Office (now named Pastoral Care Office) and Education New Zealand, a Crown Agency recently restructured.

As an organisation we have spent time addressing our constitutional and organisational status, especially in relation to tax issues. While this has proven to be a more lengthy and complex process than initially expected, it has been an important exercise to carefully work through. We expect to have this completed during the first half of 2012.

Sylvia Hooker stepped down as President of ISANA New Zealand at the AGM in June. Sylvia has been a tireless worker and advocate for not only students who choose to study in New Zealand, but also those of us practitioners at the ‘coal face’. In following Sylvia in the role of President of ISANA New Zealand I feel incredibly privileged, and deeply indebted to her for all that she has done for the organisation. It is reassuring to know that Sylvia has agreed to remain actively involved with ISANA, and will continue to play an important part within the organisation.

Can I also take this opportunity to thank those organisations who sponsored ISANA New Zealand during the past year; Southern Cross, Uni-Care, Marsh / Vero, ISMNZ and Massey University. Their generous support was instrumental in our ability to deliver the Conference at what was a competitive price.

It is also important that I acknowledge the work the executive of ISANA New Zealand undertake as volunteers, their willingness to put up their hand and agree to take on these responsibilities is to be commended. I would also like to thank Claire Hastings, the ISANA New Zealand Administrator and Terry McGrath, our Vice President, for all that they have done over the last 12 months.

Finally, ISANA New Zealand wishes all our members and those members of ISANA in Australia a safe and happy Christmas and summer break, and we look forward to seeing you all at the ISANA International Conference in December 2012 in New Zealand.

Jason Cushen
President
ISANA New Zealand

SANiTY

The South Australian and Northern Territory Branch of ISANA organised two Professional Development workshops and a State Conference this year.

The two professional workshops were interactive and focussed on exchanging information and strategies. The workshops under the theme 'Working across Cultures' were:

Managing Student expectations and transition to post-secondary studies

Following a student panel of first year University and VET sector international students, participants had an opportunity to share and collaborate in developing strategies and networks.

Critical incident Management

This practical interactive workshop was requested by members. Participants learnt of the many aspects in developing a critical incident management plan. This workshop was facilitated by Hedley Reberger (Uni of Adelaide) and Mary Ann Seow (Uni of SA)

Both workshops were well attended received excellent feedback and evaluations.

This year's conference had 54 delegates from across the sector. This year's theme looked at the whole student cycle and where support services had valuable input, collaboration and influence - ISANA State Conference International Education: From Marketing to Graduate Outcomes.

This year's conference looked at different approaches to:

- Linking student support to the study life cycle
- Collaborations and partnerships from marketing through to graduation
- Innovative approaches to student engagement

Speakers and their presentation topics included:

Christopher Lawson, Australia Education International

International Graduate Outcomes and Employer Perceptions

Hedley Reberger, Adelaide University

Using Social Networking to Engage Your Students

Sally Trembath, Monash University

Identification And Intervention For Students at Risk: a Safer Community Strategy

Vibeke Foss, Charles Darwin University

International Student Engagement In The Top End

Troy Dobinson & Tony McAvaney, University of South Australia

Career Training Starts From Day One

Esther Thomson, Department of Immigration And Citizenship

Student Visa Integrity

Danielle Hartridge, ISANA National President

Ensuring Quality Assurance In Critical Areas

Student Panel

CISA State Branch and international student representatives

The Challenges And Strategies That Work

The Annual General Meeting of the Branch was also held during the conference. SANiTY is pleased to announce the election of new committee members.

The term for the last committee had expired. Two members are retiring, namely, Michael Jacobsen and Joyce Li whose valuable contribution in the past two years will be missed. The following members were elected :

Mary-Anne Seow - President

Kathy Grant – Vice President

Tash Pressley - Secretary

Kathy Matthews - Treasurer

Vibeke Foss – Communications Officer

Tejinder Malhi – General Committee member

Jodie Bishop – General Committee member

Laurel Clewlow – General Committee Member

Mary Ann Seow

SANiTY President

NEW SOUTH WALES

I would like to thank ISANA National Branch for their ongoing support and guidance throughout 2011. The ISANA NSW Committee has undergone various significant changes this year, with 2011 seeing existing President, Peter Komsta, stepping down, and a new Committee elected at the AGM on 3 May 2011. Stephen Howlett enthusiastically accepted to take on the challenging role of ISANA NSW Branch President but unfortunately, was unable to continue in this role from October 2011. The NSW Branch President and Treasurer positions still remain vacant, however, the remaining Committee members are keen to undertake additional tasks and continue to pursue the needs of its membership.

A chronological account of ISANA NSW Branch activities during 2011 is as follows:

ISANA NSW AGM – 3 May 2011

The ISANA NSW Branch AGM was well attended and saw Stephen Howlett elected as President and myself appointed to the role of Vice President. Stephen and I were welcomed to the Committee. Various DIAC representatives from the Student Processing area and Student Integrity Unit were also present. They provided an update on DIAC procedures and best practice regarding visa application lodgment and PRISMS reporting and allowed members a valuable opportunity to seek clarification on pressing visa-related issues.

ISANA NSW BRANCH EXECUTIVE COMMITTEE MEETING – 4 August 2011

The new ISANA NSW Executive Committee met for the first time on 4 August 2011 to discuss its future directions. The Committee agreed to establish a stronger presence amongst its membership by delivering a range of Professional Development (PD) events in 2011-2012. It was decided that at least one PD event will be arranged prior to the 2011 Annual ISANA Conference in Hobart to introduce the new NSW Committee to the membership and seek feedback. It was suggested that a Mental Health workshop be delivered, however, it was later decided to run this PD event in 2012 for those who were unable to attend the 2011 pre-Conference workshop '*Responding to Mental Health Issues for International Students*' in Hobart later this month. The Committee also agreed to sponsor a NSW delegate to attend the 2011 Annual ISANA Conference in Hobart.

ISANA NSW BRANCH PD EVENT: *Lessons From The Arab Spring* - 23 September 2011

The first NSW Branch PD event of 2011 was well attended with in excess of 20 participants. The event was free of charge and held at the Centre for English Teaching, University of Sydney. Special guest speaker Arfa Noor, President of the Council of International Students (CISA) discussed the role of CISA and the recent learning on current international student issues that arose from the DEEWR International Student Roundtable. I also delivered a presentation on the University of Wollongong and UOW College's Libyan Student Experience as host to the largest cohort of Libyan students in Australia and discussed the Libyan crisis' impact on students and corresponding responses from key stakeholders. The winner of the ISANA NSW Scholarship was also announced – congratulations to Kirsten Saur! Thank you to all applicants – the Committee had a difficult time in determining a winner amongst so many worthy applicants.

2011 and Beyond...

The ISANA NSW Committee has recently drafted a short survey for its membership and other NSW-based Conference delegates to assist ISANA NSW Branch to develop a Professional Development package to suit the needs of its membership in 2012. The survey will be distributed and collected at the 2011 Annual ISANA Conference in Hobart later this month.

Thank you,

Madeleine Dimitroulis
Vice President
NSW Branch

SECRETARIAT REPORT

The main functions of the Secretariat are:

- Providing administrative support to the President, Vice President, Treasurer and branch committee members.
- Being the first point of contact via phone and email for members
- To facilitate the signing of new members, including supporting the branches and contacting non-members who attended the national conference.
- Liaising closely with the branch treasurers to gather and collate financial data for the BAS.
- Maintaining the memberships database, the processing of which includes the actual data entry, banking cheques, cross checking Eftpos remittances plus the paperwork continues to be a large part of the Secretariat role.
- Routine administrative procedures include liaising via email with new members, responding to enquiries, arranging printing, constructing the annual report, updating the website.
- The Secretariat's role also includes the responsibility of book-keeping (MYOB), and preparing and lodging the BAS for each quarter.

Membership figures:

November 2007	- 441
November 2008	- 374
November 2009	- 348
November 2010	- 485
November 2011	- 460

Tracy Noble
ISANA Secretariat

WHAT WE DO

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

Academic Administrator	Chief Executive Officer	Director, International Student Programme
Academic Dean	Christchurch Program Coordinator	Director, Ivanhoe International
Academic Learning Advisor	Client Services Coordinator	Director, Policy & Research
Academic Registrar	Code Advisory Officer	Director/CEO
Academic Student Advisor	Communications Officer	Discipline Executive Officer
Academy Manager	Community Engagement Strategist	EATC Manager
Accommodation & Welfare Advisor	Compliance Coordinator	Edu International Adviser
Accommodation Administrator	Compliance Officer	Education Abroad Adviser
Accommodation Assistant	Compliance/Quality Assurance Team Leader	Endeavour Awards - Senior Case Manager
Accommodation Coordinator	Consultant	Enrolments Manager
Accommodation Officer	Consultant (Cross-cultural Issues)	Enrolments Officer
Accommodation Services Coordinator	Consultant: Intl Learning & Teaching Unit	ESL teacher
Acting HOD International	Contract Coordinator	ESOS Compliance Officer
Acting Team Leader International Admissions	Co-Ordinator - International Student Experience	Executive Manager
Admin Assist - Arrivals and Program Support	Coordinator International Student Services	Executive Manager International Student Services
Administration	Coordinator Student Welfare	Executive Officer
Administration Manager	Coordinator, Intl Student Services Unit	General Manager
Administration Officer	Coordinator, Intl Student Support Services	Global Leadership Program Officer
Administrative Assistant	Coordinator, Research Relations	Global Mobility Officer
Administrative Officer	Coordinator, Sponsored Students	Graduate Program Co-ordinator
Administrator	Corporate Manager	Group Manager Risk Assessment
Administrator of International Students	Counsellor	Head of Administration
Admissions Coordinator	Dean of International Students	Head Of Department
Admissions Manager	Deputy Director	Head of Program (Administration)
Admissions Officer	Deputy Head of College	Head, International Admissions
Assistant CEO	Deputy Principal	Head, International Student Services
Assistant Dean (International Programs)	Director	Head, Student Services
Assistant Director, NZ Programmes	Director - Intl Student Program	HOD International Programs
Assistant Director, Strategic Engagement	Director - Student Development	HOD Library/Info Services/LOTE/EQI
Assistant Manager	Director - Uni-Care	Homestay Accommodation Coordinator
Assistant Principal	Director International Admissions	Homestay Accommodation Officer
Assistant to PD/Curriculum	Director Intl Students	Homestay Coordination
Assistant, Academic Relations	Director of Admissions & Marketing	Homestay Manager
Associate Director	Director of Enrolments	Housing Advisor
Associate Director International Student Support	Director of International Programs	Housing Officer
Associate Director, Student Services	Director of International Students	HR Consultant
AusAID Administrative Officer	Director of Marketing	Inbound Coordinator - Victoria Abroad
AusAID Liaison Officer	Director of NZ Programmes	Insurance & US Financial Aid Administrator
AusAID Liaison Officer Asst	Director of Staff	International & Exchange Students Program Assistant
AusAID Student Advisor	Director of Students	International & Migrant Student Support Officer
Branch Manager	Director of Studies	International Accommodation Manager
Business Manager	Director of Studies - ELICOS	International Accommodation & Welfare Officer
Campus Manager	Director of Studies/Program Manager	International Administration Team Leader
Case Manager	Director Student Services	International Administrator/Homestay Coordinator
Catholic Chaplain to Intl Students	Director Student Welfare	International Admissions Manager
CEO	Director, Education & Government Relations	International Admissions Officer
CEO & President		

International Business Development Officer	Lecturer	Program Officer, Student Mobility Program
International Centre Manager	Lecturer - Marketing and Business	Project Manager
International Code of Compliance Officer	Lecturer, Academic Support and Transition Programs	Project Officer
International Coordinator	Lecturer/Consultant	QA Manager
International Director	Liaison Officer/Accommodation Co-ordinator	Rcreation Coordinataor
International Director	Management Student Consultant - International	Reception - Administration
International Education Export Officer	Manager	Receptionist
International Education Project Coordinator	Manager - International Sponsored Students Unit	Regional Account Manager
International Health Services Manager	Manager - Professional Development Programs	Regional Account Manager - WA & NT
International Homestay Coordinator	Manager - Student Development	Registrar
International Liaison Co-ordinator	Manager International Office	Research Fellow
International Liaison Officer	Manager International Sponsored Student Unit	Research Fellow/Dental Education Support Officer
International Officer - Student Support	Manager International Student Affairs	Research Fellow/Lecturer
International Officer Support Services	Manager International Student Support	Resident Director Programs
International Policy and Process Officer	Manager Intl Student's Office	Residential Manager
International Programs Manager	Manager Quality & Compliance	Residential Services Manager
International Services Manager	Manager Student Welfare	Retention Equity Officer
International Student & Youth Project Officer	Manager Victoria Abroad	Scholarships Officer
International Student Adviser	Manager, Exchange and Study Abroad	School Counsellor
International Student Adviser, Student SVCS	Manager, Foundation Studies Programs	Secretariat ISANA
International Student Advisor (Middle East)	Manager, Housing Advisory Service	Senior Advisor Education Abroad
International Student Advisor/Homestay Coordinator	Manager, International Student Programs	Senior Case Manager
International Student Advisor/KASP Coordinator	Manager, Residential Life and Smart Stays	Senior Counsellor
International Student Affairs Officer	Manager, Student International Services	Senior Education Manager
International Student Coordinator	Manager, Student Learning	Senior Enrolments Officer
International Student Counsellor	Manager, Student Life	Senior International Student Adviser
International Student Facilitator	Manager, Student Services	Senior Intl Student Adviser
International Student Manager	Manager, Victoria International Leadership Programme	Senior Intl Student Support Officer
International Student Officer	Manager/Chinese Student Advisor	Senior Learning Adviser
International Student Program Coordinator	Managing Director	Senior Manager, International Admissions
International Student Program Manager	Middle East Student Adviser	Senior Marketing and Recruitment Officer
International Student Programs Support Officer	Migration Agent	Senior Program Manager - Australia, Australian Partners
International Student Project Officer	National Client Services Manager	Senior Project Officer
International Student Registrar	National Coordinator ISM NZ	Senior Project Officer, Quality Directorate
International Student Services Manager	NSW State Manager	Senior Student Services Coordinator
International Student Support	NZAID Contract Manager	Senior Tutor
International Student Support Advisor	Operations Coordinator - Admissions	Service Manager
International Student Support Coordinator	Operations Manager	Service Quality Manager
International Student Support Officer	Outbound Programs Adviosr	Social Worker
International Student Support Team Leader	Outbound Programs Co-ordinator	Sponsored Student Project Officer
International Student Welfare Adviser	Outbound Programs Officer	State Manager - QLD
International students Program Head of School	Overseas Student Co-ordinator	State Manager - SA
International Students Support Officer	PA To Director	State Manager OSHC NSW/ACT
International Study Abroad Officer	Partner/Arabic Language Expert	Student
International Welfare Officer	PHD Candidate	Student & Community Support Manager
Intl Student Co-ordinator, Learning Support	postgraduate Student	Student (PhD)
ISP Coordinator	Principal	Student Accommodation Coordinator
Learning Advisor	Principal Executive Officer	Student Activities & Liaison Coordinator
Learning Centre Co-ordintator	Principal Lecturer	Student Adviser
Learning Support Teacher - International Students	Program Manager	Student Adviser/ESL Teacher

Student Centre Manager	Student Support and Engagement Coordinator	Teacher/Student Counsellor
Student Consultant	Student Support Officer	Teaching & Learning Advisor
Student Counsellor	Student Support Services / Counsellor	Teaching & Learning Coordinator
Student Equity & Diversity Liaison Officer	Student Visa Coordinator	Team Leader - Accommodation & Welfare
Student Events & Accommodation Co-Ordinator	Student Welfare & Administration Officer	Team Leader - International Student Support Services
Student Experience Coordinator	Student Welfare Administrative Assistant	Team Leader Front of House
Student Liaison Officer	Student Welfare Advisor	Team Leader, Counselling
Student Mentor Coordinator	Student Welfare Counsellor	Team Leader, International Admissions
Student Mobility Advisor	Student/Industry Liaison	Team Leader, International Student Support
Student Relations Manager	Study Abroad & Exchange Coordinator	Team Leader, Student Support Services
Student Services	Study Abroad and Exchange Officer	Training Advocate
Student Services Administration Assistant	Study Group Support Coordinator	VIC State Manager
Student Services Coordinator	Support Officer	Village Director
Student Services Manager	Support officer - advocate	Welfare Coordinator and Counsellor
Student Services Officer	Support Officer Families	Welfare Officer
Student Support & Homestay Coordinator	TCFS Student Welfare Administration Assist	
Student Support Advisor - International	Teacher	

WHERE WE WORK:

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

Abacus Institute of Studies	Cambridge International College	Education Adelaide
Academic Colleges Group (NZ International College)	Campus Life Villages	Education Centre of Australia Pty
ACPET	Canadian High Commission	Education Queensland International
ACT Department of Education & Training	Canberra Institute of Technology	EIT Hawke's Bay
ACU National	Canterbury College	Elanora State High School
Agribusiness Training Ltd	Canterbury Sports Management College	Eurocentres Auckland
AIM Overseas	Career Shapers Education Consultants	Eynesbury College
AIS St Helens	Carnegie Mellon University	Eynesbury International
American Universities International Programs Ltd	Cashmere High School	FACTS
Anand International India	Centenary Heights State High School	Faculty of Economics and Business, University of Sydney
ANU College	Center For Culture, Ethnicity and Health	Familystay Australia Pty Ltd
ANZ Bank	Central Queensland University	First Step Australia
Arabic Language Experts	Centro Education Australia	Flinders University
Arcadia University NZ	Challenger TAFE	Focal Holdings Pty Ltd
Asian Student Accommodation	Charles Darwin University	Forest lake international college
Auckland Normal Intermediate	Chisholm Institute	Genazzano FCJ College
Aust-One Education Services	Christchurch College of English (CCEL)	Gilson College
Austrade	CIT Solutions	Global Experience
Austraining International	Cleveland District State High School	Globe Education Marketing Consultants Pty Ltd
AustraLearn	Columba College	Gold Coast Education & Training Network
Australia Education & Career Consultants	Coolum State High School	Gordon Institute of TAFE
Australian Catholic University	CPIT	Greenwood Senior High School
Australian Education International	CQUniversity Melb Campus	Griffith English Language Institute
Australian Homestay Network	Craigslea State High School	Griffith University
Australian Institute South Australia	Crombie Lockwood	Hagley Community College
Australian National University	Curtin College	Hawthorn - Melbourne
Australian National University	Curtin University	Helensvale State High School
AUT University	Curtin University (ISSU)	Hobart Academy
Auzzie Families Homestay Care	Curtin University of Technology	IDP Education Australia
Balmoral State High School	Cut Above Academy	IES - PIER
Baradene College	CV Graduate	IES Abroad
Bay of Plenty Polytechnic	Deakin International	Immanuel College
Beaconhills College	Deakin University	Imperial College of Technology and Management
Benowa State High School	Deakin University English Language Inst.	Imperial College of Trades
Bethlehem College	Deakin University Faculty of Business & Law	Institute for Study Abroad - Butler University
Bishop Viard College	DECS - IES	Intensive English Language Institute
Box Hill Institute	Dental Nursing Australia	Interantional Education Services
Bradford College	Department Of Education & Training	International Australian Academy
Brighton Grammar School	Dept of Education & Early Childhood Development	International College of Homeopathy
Brighton Secondary School	Dept of Further Educ., Employment, Science & Technology	International Education Services
Brisbane International Students Services	DETA International	Ipswich Girls' Grammar School
BUPA Australia	Discover Matrix Pty Ltd	ISM NZ
Bupa Australia - Overseas Student Health Cover	DOLIE - Curtin University	Ivanhoe Grammar School
C Management Services Pty Ltd	DUELI/Deakin University	James Cook University
Caloundra Christian College	E Works Training Solutions	Keebra Park State High School
Cambridge High School	Eastern Institute of Technology	Kelvin Grove State College

Kenmore State High School	NZ School of Dance	Tabor Adelaide
Kew High School	Office of Knowledge Capital, City of Melbourne	TAFE South Australia International
Kirwan State High School	Office of The Training Advocate	TAFESA Croydon campus
La Trobe University	Onslow College	Taradale High School
La Trobe University International College	OSHC Worldcare	Tasmanian Polytechnic
Language Studies International	Otago Polytechnic	Tauranga Boys' College
Latrobe University International College	OZ Homestay	Tauranga Girls' College
Le Cordon Bleu	Palm Beach Currumbin State High School	Taylors College
Le Cordon Bleu TAFE SA	Palmerston North Girls' High School	Taylors College (Study Group NZ Ltd)
Lifeway College	Pathways College	The Australian National University
Lincoln University	Pearson Language Tests	The Great Learning Tree Pty Ltd
Loreto College	Perth institute of business and Technology	The Knox School
Macleans College	Perth Institute Western Australia	Qld Non-Government Schools Inter. Edu. Co-operative
Macquarie International	PolyEthnic Institute of Studies	The Sydney Campus of Curtin University
Macquarie Institute	Practical Education Institute (NZ) Ltd	The University of Adelaide
Macquarie University	Prince Alfred College	The University of Melbourne
Manukau Institute of Technology	Pulteney Grammar school	The University of New South Wales
Marlborough Girls' College	Qld Institute of Business & Technology	The University of Newcastle
Massey University	Queensland University of Technology	The University of Queensland
Massey University Albany	Queenstown Resort College	Trinity
MBA, Qualified Education Agent	QUT	Trinity Bay State High School
Melbourne College of Divinity	QUT Faculty of Science and Technology	Trinity College
Melbourne Institute of Business and Technology	QUT International College	Trinity College Gawler Inc
Melbourne Institute of Training & Technology (MITT)	Rangitoto College	Trinity College, University of Melbourne
Melbourne Metropolitan Fire Brigade (MFB)	Riverina Institute of TAFE	Trinity Grammar School
Melbourne University	RMIT English Worldwide	Tuart College
Mentone Grammar	RMIT International College	UCL School of Energy & Resources
Mercedes College	RMIT University	UCOL
Merrimac State High School	RMIT, School of Computer Science & IT	Uni of QLD
Metro College of Technology Pty Ltd	Robina State High School	UniLodge Auckland
Metropolitan Fire Brigade	Rochedale State High School	UniLodge Australia Pty Ltd
Metropolitan South Institute of TAFE	Sacred Heart College Senior	Unitec
Miami State High School	Sacred Heart Girls' College - Hamilton	Univeristy of South Australia
MIBT	SAIBT/CELUSA	University of Adelaide
Mitchelton SHS	Smithfield State High School	University of Adelaide
Monash College	South Australian Institute of Business and Technology	University of Auckland
Monash Residential Services	Southbank Institute of Technology	University of Canberra
Monash University	Southern Cross University	University of Canterbury
Monsu Students Ltd	St Aloysius College	University of Melbourne
Mt Roskill Grammar School	St Andrews Middle School	University of Melbourne/IECA
Multicultural Communities Council of SA Inc	St Mary's Anglican Girl's School	University of New England
Multicultural Health & Support Service	St Peter's School - Cambridge	University of New South Wales
Murdoch University	Stanley College	University of Newcastle
NAVITAS (Saibt/Celusa/Eynesbury)	Student Accommodation Services Pty. Ltd.	University of Notre Dame Australia
New Zealand School of Education	Study Group	University of Otago
NMIT	Study International Pty Ltd	University of Queensland
NorthTec	Sunnybank State High School	University of South Australia
Nunawading Christian College	Swinbourne University of Technology	University of Southern Queensland
Nyanda State High School	Swinburne International	University of Sydney
NZ College of Chiropractic	Sydney Institute of Business & Technology	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 - Student Development International
UNSW Global Pty Ltd
UNSW Student Development International
UNSW@ADFA
Upper Coomera State College

USQ Sydney Education Centre
UTS
UWS
Varsity College
Victoria International
Victoria University
Victoria University
Victoria University of Wellington
VTI Victorian TAFE International
Waikato Institute of Technology
Wanganui Girls' College
Wellington Institute of Technology

Wesley College
Westbourne Grammar School
Western Institute of Technology
Whitefriars College
Whites Hill State College
Whitireia Community Polytechnic
Whitireia NZ
William Angliss Institute
Wintec
Wollongong College Australia
Woodcroft College

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

*Financial Statements
For the Year Ended 30 September 2011*

**INDEPENDENT AUDIT REPORT TO THE MEMBERS OF
ISANA INTERNATIONAL EDUCATION ASSOCIATION INC.**

We have audited the accompanying financial report, being a special purpose financial report, of ISANA International Education Association Incorporated, which comprises the statement of financial position as at 30 September 2011, the income and expenditure statement for the year then ended and notes comprising a summary of significant accounting policies.

Committee's Responsibility for the Financial Report

The Committee of ISANA International Education Association Incorporated is responsible for the preparation of the financial report, and has determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of the Associations Incorporation Act 1991 (ACT) and the needs of the members. The Committee's responsibility also includes such internal control as the Committee determines is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

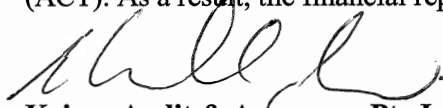
We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Auditor's Opinion

In our opinion the financial report of ISANA International Education Association Incorporated presents fairly, in all material respects the financial position of the Association as at 30 September 2011, and its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the Associations Incorporation Act 1991 (ACT).

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for distribution to members for the purpose of fulfilling the committee's financial reporting obligations under the Associations Incorporation Act 1991 (ACT). As a result, the financial report may not be suitable for another purpose.


Kaizen Audit & Assurance Pty Ltd
Registered Audit Company
Michael Ian Derbyshire - Director

Address: 103 Albert Road, Moonah, Tasmania, 7009
Hobart: 30 November 2011

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC
INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 310 SEPTEMBER 2011

	2011	2010
	\$	\$
INCOME		
ACTIVITIES		
Membership Fees	53,447	75,939
Professional Development	24,648	71,274
Interest Income	5,138	3,129
Sponsorship	-	29,843
Product Sales	590	72
TOTAL INCOME	<u>83,821</u>	<u>180,257</u>
COST OF ACTIVITIES		
Accommodation	-	122
Airfares	1,194	1,066
Business Development	4,962	14,298
Conference Fees & Expenses	15,269	7,160
Consultancy	-	21,562
Catering & Meals	4,303	6,767
Printing & Stationery	910	256
Taxis, Parking & Fuel	-	225
TOTAL COST OF ACTIVITIES	<u>26,637</u>	<u>51,456</u>
GROSS PROFIT - ACTIVITIES	<u>57,185</u>	<u>128,801</u>
OTHER EXPENSES		
<u>Overhead Expenses</u>		
Audit Fees	1,500	1,387
Bookkeeping	210	619
Bank Charges	370	237
Insurance	3,413	3,167
Legal Expenses	1,500	1,364
Postage	32	619
Printing & Stationery	713	1,367
Registration Fees	1,080	2,273
Secretariat	21,301	12,449
Sundry Expenses	1,612	8,924
	<u>31,731</u>	<u>32,406</u>
<u>Employment Costs</u>		
Wages & Salaries	-	12,459
Superannuation	-	1,213
Staff Amenities	-	1,952
Communications Consultants	-	182
	<u>-</u>	<u>15,806</u>
<u>Communication Costs</u>		
Telephones & Mobiles	1,009	1,705
Web Design & Maintenance	9,842	8,564
	<u>10,851</u>	<u>10,269</u>
<u>Travel Costs</u>		
Airfares	1,920	3,014
Taxis & Fuel	61	208
Accommodation	3,874	1,154
	<u>5,856</u>	<u>4,376</u>
TOTAL OTHER EXPENSES	<u>48,438</u>	<u>62,857</u>
SURPLUS/(DEFICIT)	<u>8,747</u>	<u>65,944</u>
Bursaries	1,368	3,500
NET SURPLUS/(DEFICIT) AFTER AWARDS	<u>7,379</u>	<u>62,444</u>

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC
STATEMENT OF FINANCIAL POSITION
AS AT 30 SEPTEMBER 2011

	2011	2010
	\$	\$
<u>ACCUMULATED FUNDS</u>		
Opening Balance as at 1 October	188,908	126,464
Net Surplus/(Deficit) for the Year	<u>7,379</u>	<u>62,444</u>
Closing Balance as at 30 September	<u>196,287</u>	<u>188,908</u>
 <i>Represented by:</i>		
<u>CURRENT ASSETS</u>		
Cheque Account - MECU	12,352	3,773
Business Account	50,294	56,445
Special Project Account	2,223	2,212
ACT - Bank Account	1,483	1,333
NSW - Bank Account	3,749	4,072
VIC - Bank Account	5,268	7,289
QLD - Bank Account	4,592	4,733
SA - Bank Account	9,843	9,227
WA - Bank Account	12,379	12,348
TAS - Bank Account	2,186	2,155
National - Investment Account	63,339	60,000
Victoria - Investment Account	<u>31,749</u>	<u>30,289</u>
	<u>199,457</u>	<u>193,876</u>
<u>NON-CURRENT ASSETS</u>		
Equipment at Cost	-	-
Accumulated Depreciation	-	-
Credit Union Membership	<u>10</u>	<u>10</u>
	<u>10</u>	<u>10</u>
TOTAL ASSETS	<u>199,467</u>	<u>193,886</u>
<u>CURRENT LIABILITIES</u>		
GST	<u>3,180</u>	<u>4,978</u>
	<u>3,180</u>	<u>4,978</u>
NET ASSETS	<u>196,287</u>	<u>188,908</u>

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 SEPTEMBER 2011

NOTE 1 – Summary of Significant Accounting Policies

The Association is not a reporting entity because, in the Association's opinion, there are unlikely to exist users of the accounts who are dependent on general purpose financial reports of the Association for information.

Accordingly, this special purpose financial report has been prepared for distribution to members to fulfil the Management Committee's financial reporting requirements under the Association's constitution and rules, and to satisfy the *Associations Incorporation Act of ACT*, and must not be used for any other purpose. The accounting policies used in the preparation of this report, as described below, are consistent with the reporting requirements of the Association's constitution and rules and are, in the opinion of the Management Committee, appropriate to meet the needs of the members.

The Association is of the type identified in Statement of Accounting Concepts 1 as a non-reporting entity. No regard has been paid to other Statement of Accounting Concepts or Australian Accounting Standards in the preparation of these accounts.

The financial statements are prepared on an accrual basis and are based on historic costs and do not take into account changing money values or, except where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets.

The following is a summary of the material accounting policies adopted by the Association in the preparation of the financial statements. The accounting policies have been consistently applied, unless otherwise stated:

Income Tax

The Association is not subject to income tax on its profits.



ISANA

International Education Association Inc.

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