

2012

Annual Report



International Education Association Inc.

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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PRESIDENTS REPORT

It is with great pleasure that we provide this report to members on the Associations activities for the last 12 months. On the 1st December 2011, the following national office bearers were elected:

President – Danielle Hartridge

Vice President – Melanie Duncan

Vice President (Planning & Development) – Peter Spolc

Vice President (Professional Development) – Shanton Chang

Treasurer – Jeremy Lemish

Communications Manager – Vibeke Foss

Unfortunately, due to work commitments, Peter Spolc resigned from the position of Vice President (Planning and Development). Attempts to convince Peter to change his mind were unsuccessful and we reluctantly accepted his resignation in April 2012. We thank Peter for his hard work and dedication to ISANA over many years.

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 were:

New South Wales – Noura Rashad

Queensland – Lio Lay

SANiTy – Mary Ann Seow

Victoria – Sharon Smith

All of the branches are to be congratulated for their achievements in 2012. 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. The number of state based professional development activities increased in 2012 and this is a result of the hard work Shanton Chang – our Professional Development VP – working closely with the branches.

We held a face-to-face Council planning weekend in March and teleconferences throughout the year. 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 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 continues to advocate for effective support networks to maximise the international student experience and that many benefits international students bring to our institutions and the broader community. There is still more work to do to ensure we provide the best possible experience for our international students and to acknowledge that their true value is much more than the financial contribution they make to our economy.

ISANA members are fortunate to be able to interact with international students on a daily basis, to help improve their experience, to assist with any issues they may be facing, to watch them grow and develop into inspirational individuals.

Governance

Considerable work has been conducted to develop an ISANA governance framework. Extensive research was undertaken to collate ISANA's existing policies and procedures. Gaps in our governance framework have been identified and this important work will continue into next year. We expect to have a Governance Manual that will be distributed to members and uploaded on the ISANA website.

It has been identified that our current incorporation in the ACT does not meet requirements of an association operating in multiple states and at a national level. Therefore, we will be proposing to members to change our incorporation to meet the requirements of our Association.

Thanks to Kate Dempsey for her expertise and advice in relation to ISANA's governance.

Legislative Changes and Streamlined Visa Processing

In 2012 we saw the result of the Australian Government's review of ESOS and the Student Visa Program. The second tranche of legislative changes were implemented through the ESOS Legislation Amendments (Tuition Protection Service other Measurers) Bill. ISANA members in the university sector endeavoured to understand what SVP was all about. We also saw the move to new national regulators – TEQSA and ASQA. It was a busy year as we all endeavoured to understand these changes and what they meant for implementation within our institutions.

ISANA received funding from DIISRTE to develop and educative online tutorial to highlight these changes. The ESOS Amendments Online Tutorial will be launched at the ISANA 2012 conference and we would like to thank Felicity Fallon for her hard work in preparing the tutorial.

We now eagerly await the launch of the revised National Code which is expected to be released in the New Year.

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 maximise the support and opportunities available to our international students.

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 for International Student of Australia (CISA). The relationship between ISANA and CISA has been strengthened in 2012. We share a common interest in supporting and maximizing the experience of international students. We congratulate CISA for their achievements and look forward to further developing our relationship and working together to supporting the interests of international students.

We would like to extend our sincere appreciation to Tracy Noble, the ISANA Secretariat for her valuable contribution. Tracy is very efficient and extremely well organised. I continue to be amazed by the amount of work Tracy can achieve in her 2-day a week role.

I would like to extend thanks to my fellow ISANA Councillors for your commitment to the Association and for the support you have provided to me in my role as president. In particular, I would like to thank Melanie Duncan who has stepped up on a number of occasions this year when I have been unavailable due to work commitments.

Finally, I would like to thank all members for their continuing involvement in ISANA.

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

VICTORIA

The ISANA Victoria branch in 2012 began the year with a full cohort of committee members representing higher education institutions across Melbourne. Most committee members were new to the branch executive, however, there were some continuing committee members who were able to assist this large committee to work effectively and familiarise themselves with their roles.

As a new committee, we began our terms with a very healthy branch in many ways. We have over 100 members and an enthusiastic membership that attend meetings and contribute to the overall activities of the branch. We also began with a secure amount of funds in the branch bank account which enabled the new committee to begin to consider the best ways in which to use these funds to benefit the members directly.

Our challenge in 2012 was to keep the branches reputation and relevance at the same level as our previous outgoing committee members. Through doing this we would be ensuring that members needs are met through communication, resources and professional development opportunities.

One of the key opportunities that members have utilised to network in the past have been is the branch meetings. Over the past couple of years, the branch meetings have transformed into organised professional development sessions. There has been less emphasis on the meeting aspect of the session, including networking and communication of information for members and more on professional development. As a member for a number of years, I have found that both of these parts of ISANA's role are extremely important to members.

Therefore, in 2012, we reintroduced branch meetings as separate events while continuing to run the professional development sessions. By doing this, we were effectively offering a networking and information gathering/sharing or professional development opportunity for members almost every month.

The attendance at the branch meetings was excellent with approximately 20 – 30 members attending each time. The professional development sessions were very well attended, by mostly members and some non-members, averaging well over 30 in each session.

The State branch conference was a resounding success, with over 120 registered attendees, both members and non-members and approximately 10 interstate registrations.

Branch meetings:

These were held on:

March 16 – included discussion about reinstating branch meetings and PD session topic suggestions

May 16 – guest speakers from International Student Care Service and Indian student advisory centre

August 22 – guest speakers from Ambulance Victoria and– ISANA ESOS transition project - Felicity Fallon

PD sessions

April 18 – **Orientations come and go but good ideas are always needed.**

June 28 – **Knowing who else can support and help international students**

November 12 – **Latest information from DIAC**

The topics for these sessions were carefully considered by our professional development co-ordinators, Sue and Samantha, through surveying the membership. All professional development sessions remained free to members and at cost for non-members. We did consider sourcing more costly speakers to run our sessions, however, once

the members nominated their key areas of interest, the most appropriate speakers were able to be sourced were at little or no cost to ISANA so we were able to continue to provide the sessions at no cost to members.

The topics were suggested in early surveying and discussion with members and as a result, attracted good numbers of members at each session. The speakers were well regarded in their fields, and provided insightful and thought provoking ideas and information.

On behalf of the branch and committee I would like to thank Sue and Samantha for all of their hard work in developing these sessions.

State Conference:

September 12 – Light After Knight – at State Library of Victoria.

This conference was a resounding success. An enthusiastic team, led by Terri and Desma, worked tirelessly to gain sponsorship, source excellent speakers and panel participants, as well as securing an interesting and central conference venue at the State Library.

The main drawcard for this conference was the Universities Australia session that showcased the seven student experience programs funded by DEEWR. These projects were all extremely interesting and provided delegates with insight into innovative ideas they could replicate in their own institutions.

Other conference sessions included housing and under 18 panels, leadership program presentations and an array of academic papers, community programs and practical programs for student advisors working in changing student visa and ESOS environments.

This year the conference registration fee included the cost of the conference dinner. The main aim for this dinner was to provide the attendees with an additional opportunity for networking. This was a low key event and approximately 60 percent of the delegates attended the dinner.

The branch has continued to be involved in discussions with other organisations such as Vision, the Secondary schools sector group, Gambling awareness roundtables and City of Melbourne advisory group. I would like to thank everyone who contributed to these discussions and attended meetings on top of their busy work schedules. The key points and minutes of meetings attended on behalf of ISANA Victoria are discussed at branch meetings. In addition, at branch meetings, members are invited to provide relevant information prior to the meeting, as well as hearing outcomes of meetings.

The next 12 months will be challenging for many of us who are potentially facing restructures and decreasing numbers in student enrolments, and less resources for supporting staff, and students. ISANA Victoria will continue to strive to deliver more relevant programs and resources for members as their needs change or diversify.

I would like to acknowledge the extremely hard work that all of the branch committee has done this year in continuing to ensure that the meetings, professional development sessions and state conference were all successful events, met members needs and supported staff who work in the international education sector.

After consultation with the Tasmania and Victorian branches, these two branches will merge to form one branch in 2013. The 2013 branch committee has been extended to include a Tasmania member representative. The two states

professional development Activities will be combined to include members from both states. I am looking forward to working more closely with Tasmanian members to build strong networks and share ideas.

On behalf of all of the ISANA Victoria members I would like to say a huge and heartfelt thank you to all of the 2012 committee. It has been wonderful working with you!

Sharon Smith

Branch President - ISANA Victoria

QUEENSLAND

In 2012, a new team was elected for the Queensland branch and the first year has been an exciting year for the newly elected committee. It has been an enjoyable year working alongside dedicated team members in the state branch and the National Council.

The Queensland branch executive comprises team members from various backgrounds and experience in international student support with diverse skill sets and knowledge in supporting and servicing international students. Our executive members include;

Lio Lay	President	QUT
Samantha Hilbig	Vice President	GU
Maria Valastro	Secretary	ACU
Andrea Konecna	Communications	Allianz Global Assistance OSHC
Jocelyn Tan	Treasurer	QUT

While our membership numbers have slightly decreased (96 as of October 2012), the Queensland membership base remains healthy with members from the school sector, private colleges, TAFE, government and institutions.

The QLD Committee met in early January to plan out the year and collated information from members to help provide ideas for professional development workshops. The following professional development sessions were conducted in 2012;

14 March

Welcome to Brisbane and Orientation Programs for international students – an open forum to encourage members to discuss and contribute information and share knowledge on the topic of international student orientation and adjustment programs in the different education sectors servicing and supporting students. 16 attendees

22 May

A two session workshop designed to provide information for members supporting students with disability, injury or health; and an information session by EQI for members from the school sector. 11 attendees

- **Rough passage: enabling access for international students with a disability, injury or health condition** – Presented by Danelle Dobinson (Senior Equity Officer, Queensland University of Technology).
- **Education Queensland International: Information session and School Dependant Fees for 2012/13** – Presented by Wendy Gilbert (Operations Manager, International Student Programs - DETE International [trading as Education Queensland International]).

26 June

Responding to Mental Health Issues for International Students – this was an informative and engaging half-day workshop conducted by Dr Jim Elliott (Associate Director, Student Transition at Curtin University). Jim is responsible for Orientation, Student Mentor Program, Student Advisory services and a range of other transition programs. He is a Counselling Psychologist, with long experience in a university counselling service. Jim has extensive interests in issues related to student success, and has had an on-going involvement with International student mental health issues over many years. He is currently National President of the Australia and New Zealand Student Services Association (ANZSSA), and has worked closely in WA fostering collaborative professional development events between ANZSSA and ISANA. 25 attendees

31 August

Student Services that comply with the National Code - Since 2007, the National Code has required Educational Institutions to meet certain obligations that encompass its activities from marketing and recruitment to the provision of student services to international students. ISANA has been working with the National Code and looking at projects, and services that comply with the Code. ISANA has also developed the National Code Tutorial and the Rainbow Guide in response to the National Code. With the changes proposed by the Knight Review - the Code is going through a number of changes. This three hour workshop was presented by Danielle Hartridge (ISANA President) and it explored what best practice might look like under the new Code. 22 attendees

4 – 7 December

ISANA National Conference – Queensland Branch promoted the annual ISANA National Conference held in Auckland, New Zealand.

14 December

Social activity planned for end of year.

I would like to thank the Queensland membership for continuing to support the QLD branch. We hope to continue to provide relevant and quality professional development workshops in 2013.

Thank you to the National Council for the support through 2012 and to the current QLD team members for their ongoing enthusiasm and dedication. Special thanks to the past-president (Graeme Baguley) who has also provided advice and guidance to our team.

With such strong support, I believe ISANA Queensland Branch is well positioned for a great year ahead in 2013.

Regards,

Lio Lay
ISANA QLD President

NEW ZEALAND

The past year has been another busy one for ISANA New Zealand.

In May we held PD Days in Auckland, Hamilton, Palmerston North, Christchurch and Dunedin. These were very successful with 206 attending over the 5-days. Immigration New Zealand and the Pastoral Care Office (Code Office) participated at each day, which added to these events. In addition to providing important professional development opportunities to our members, this event also attracted about 100 non-members (some of whom have subsequently signed-up as members).

As we are hosting the International ISANA Conference in 2012, we did not hold a National Conference this year, preferring to focus instead on the PD Days in May and the International Conference in Auckland in December.

ISANA New Zealand's membership currently stands at 160 members, with 25% based in Auckland and 12-13% in each of the following regions: Waikato, Manawatu-Wanganui, Wellington, Canterbury and Otago. The University sector continues to provide a little under half of the membership, followed by the ITP sector with 18%. ISANA NZ has recorded a 50% increase in the number of members from schools; this has been particularly pleasing and reflects our efforts to engage further with the compulsory education sector.

As an organisation we are in a good position financially, and are budgeting for a surplus in the 2012/13 financial year. This healthy financial position allows us as an organisation to not only underwrite the PD Day's we run ourselves, but also to sponsor members to the ISANA International Conference, subsidise those attending the PD Day and also offer 'day passes' for the Auckland Conference.

ISANA New Zealand continues to partner with Government departments and agencies. In particular we have worked with Immigration New Zealand, the Ministry of Education's International Section, the Pastoral Care Office and Education New Zealand. As mentioned above Immigration New Zealand and the Pastoral Care Office were active participants in our PD Days and May, and in August Terry McGrath (Vice-President) and I spent a day in Wellington meeting with key staff at the Ministry of Education and Education New Zealand.

I would also like to take this opportunity to thank those organisations who sponsored ISANA New Zealand during the past year; Southern Cross, Uni-Care, Marsh / Vero, ISMNZ, Victoria University and Massey University. Their generous support has been instrumental in part-funding a number of our activities, especially in relation to our ability to deliver the PD Day's at what was a competitive price.

The ISANA NZ Executive met twice in person during the year in Hamilton, as well holding three teleconference meetings. I would like to take this opportunity to thank all members of the Executive for the time they have given to ISANA NZ during the past 12 months, we are indeed fortunate to have such a dedicated group working on our behalf. We continue to be well served by our administrator, Claire Hastings, who did an especially good job in the lead-up to the PD Days.

Finally, ISANA New Zealand wishes all our members and those members of ISANA in Australia a safe and happy Christmas.

Jason Cushen
President ISANA New Zealand

SANiTy - SOUTH AUSTRALIA & NORTHERN TERRITORY

SANiTy with a membership of 60 has had a productive year. The Branch organised three successful Professional Development workshops that were well attended by members and non-members with an interest in the area. The PD sessions were as follows:

- Responding to Mental Health Issues of International Student,
Dr Sean Murray from Curtin University
- International student visa integrity and compliance,
The Student Visa Integrity team from the Department of Immigration and Citizenship , Adelaide
- Cross-cultural competency and evidence-based practice,
Dr Shanton Chang from The University of Melbourne

All the PD sessions received excellent evaluations and were well attended by a number of non-ISANA members from across the international education sector.

On 19 September, 2012, SANiTy hosted the Annual Branch conference at the leafy, green Magill campus of the University of South Australia. The conference theme was 'Maximising the Student Experience'. The conference was opened by A/Professor Betty Leask (University of South Australia) and Aleem Nizari (CISA National President). The opening address set the tone for the conference as both speakers urged delegates to appreciate the importance of the total student experience and the many aspects of it. SANiTy was fortunate to have excellent presenters to share information and research to the delegates. The presenters were:

Professor Gregor Kennedy, University of Melbourne

We're Moving with the Times" ... Unpacking university responses to students' use of new technologies

Thérèse O'Leary, South Australian Office of the Training Advocate

Adoptable Strategies to Assist Providers with Dispute Resolution

Drew Harper, Charles Darwin University

Managing International Student Complaints

Melissa Millsteed, Surf Lifesaving SA/Jodie Bishop, NAVITAS

Engaging International Students Through Partnership Events – On the Same Wave with Local Councils

Laurel Clewlow, University Senior College

Home Stay – a Positive Experience

Heidi Greaves, DFEEST

Student Feedback and State Government Responses to the International Student Roundtable.

The conference was supported by Education Adelaide, the University of South Australia and Allianz Assistance and all presenters received excellent feedback and evaluations.

SANiTy ended the year with an informal evening of drinks and tapas for all interested members at the acclaimed Melt restaurant on 15 November, 2012. We look forward to 2013 when we hope to facilitate relevant Professional Development sessions and networking to our members.

Mary Ann Seow
SANiTy President

WESTERN AUSTRALIA

Duty of Care Conference

Friday 21 September 2012

2012 was the Tenth anniversary of the co-convened ISANA/ANZSSA one day conference. This is always a large event attracting between 150-230 delegates with an interest in post-secondary education and student support. The “Duty of Care” conference was held at the Burswood Convention Centre with this year’s theme being **Engagement and Connection**.

Our Keynote speaker, Dr Shanton Chang, University of Melbourne addressed the topic “Enhancing interaction between Domestic and International Students”. Shanton was assisted in his plenary address by Dr Craig Whitsed, Murdoch University. Both Shanton and Craig provided a very practical insight into facilitating engagement in the educational setting.

Parallel sessions followed and included the topics:

- ***Mental health and International students-processes for early identification and support***

Presenters: Dr Sean Murray and Leeanne Purdom, Curtin University

- ***Providing support for students with social wellbeing concerns***

Presenter: Angela Rodgers, Social Worker, Curtin University

- ***Social Media: Roles and Boundaries***

Lisa Cluett, University of Western Australia

- ***Sex in other cities***

Kristen Knox; Health Promotion Officer, Community Health promotion Services, WA AIDS Council

- ***Flexible learning is just as good as being there: Are the lecture and the classroom really dead?***

Panel discussion including Mark Pegrum (UWA), Dr Shanton Chang (University of Melbourne), Dr Ken Robinson (ECU), Martin Gwynn-Fawke (Murdoch University)

- ***Developments in the International Student regulatory framework: The current state of play***

Patrick Willix, Australian Education International

Our afternoon keynote speaker, Mr Bernard Hill, former Director, Professional Standards and Conduct Unit, Curtin University addressed **Good Decision Making in Complaint Resolution**. Bernard gave a very engaging and entertaining address about addressing student/staff complaints in a systematic and timely manner. His background in law, religious, the military and higher education settings provided him with diverse and interesting experiences to draw from.

The day was as always professionally stimulating. The opportunity to network across disciplines and institutions was also keenly embraced. It is very gratifying to the organising committee who annually volunteer their time to receive such positive and enthusiastic feedback.

Conference Convener Dr Jim Elliott has been developing, planning and convening the annual “Duty of Care” conference for the past 10 years. This year he has stepped down from this role as he eagerly anticipates an early retirement. Dr Sean Murray will take over as Conference Convenor and will bring a fresh eye to a very successful Anzssa/Isana cooperative event.

Forthcoming

ISANA WA PD Session -Friday 2 November 2012

Social Media and International Students: Where do students get their information from?

Presenter: Dr Shanton Chang, ISANA VP PD and Senior Lecturer in Information Systems, the University of Melbourne

Isana WA will host this 3 hour workshop focussing on research into young people’s on-line behaviour.

The workshop will provide opportunities to explore the following:

- Latest research on young people’s online behaviours and where students go for information on a range of topics like pre-arrival information, health, accommodation and academic support
- Strategies for communicating with students via social media
- Challenges and opportunities that social media present for communication with students

Sue Elliott

Events Coordinator ISANA WA

NEW SOUTH WALES

2012 has been a significant year for the ISANA NSW Branch. In addition to the running of successful PD events and changes to the existing NSW Executive Committee, ISANA NSW Members also voted to make a significant structural change to the NSW Branch at the October AGM.

The ISANA NSW Committee has undergone various significant changes this year. At the second Executive Committee of the Year on March 19th, Sarah Keen was elected to the vacant role of Treasurer, I was elected from Secretary to President and Khushveen Majhail was appointed to the now vacant role of Secretary. The Executive Committee, including Vice President Madeleine Dimitroulis and Communications Manager Kirsten Saur, voted to prioritise reinvigorating the NSW Branch, including planning at least 2 PD events in 2012 which would be based on feedback from our members on the PD Sessions they would be interested in. The Committee also decided to prioritise effective and accessible Communication, both as a Committee and with our members. Accordingly, the Committee has opted to run Meetings via teleconference resulting in more regularly run meetings, Khushveen Majhail's role was expanded to Secretary/Communications Officer, and the ISANA NSW email account was created to ensure an accessible and single point of communication for members. Taking on new challenges outside of their original international education roles, Kirsten Saur and Sarah Keen were unfortunately unable to continue in their Executive Committee roles. Greg Zaharis was elected to the now vacant role of Treasurer at the NSW AGM in October.

I would like to thank the ISANA NSW Executive Committee members for their efforts and commitment in 2012. It has been a pleasure to work with this small but dedicated team of individuals who continually strive to work for our members. On behalf of the ISANA NSW Executive Committee, I would also like to thank The ISANA National Branch for their ongoing support and guidance and our members, for their active and enthusiastic participation and engagement with ISANA NSW in 2012.

A chronological overview of ISANA NSW Branch PD Sessions during 2012 is as follows:

ISANA NSW BRANCH PD WORKSHOP: *Responding to Mental Health Issue for International Students* - May 4th, 2012

The Committee responded to the overwhelming feedback from members and colleagues in 2011 for Professional Development on mental health issues as they relate to international students. On the afternoon of Friday, May 4th, 2012, the Committee ran the *Responding to Mental Health Issue for International Students* at UTS Insearch in the Sydney CBD. The session was run by Dr Sean Murray, from Curtin University, who ran the same successful workshop as part of the Pre-Conference Workshops at the 2011 Annual Conference. The workshop focused on management and assistance strategies for those in frontline roles including advisors, administrators and Student Services and who would likely have sustained contact with the student experiencing significant health problems. The workshop was well attended, with 24 registered participants (20 in attendance), including a number of interstate participants. Participants represented a wide cross-section on the industry, with International Student Service Managers and Advisors, Program Directors, Counsellors, Accommodation, OSHC Reps, and Student Sponsors from both the public and private sector in attendance.

The response to the workshop was overwhelmingly positive, with participants unanimously satisfied with both the Workshop content and PD quality on the Participant Evaluation Form. Participants also indicated on the same form that they would be most interested in PD addressing the changes in the National Code and complying with those changes in their respective roles.

ISANA NSW PD DAY: AGM and PD Workshop: *Student Services that Comply with the National Code* –October 26th, 2012

In appreciation of Members, the NSW PD Day was free for all attending members. ISANA National President Danielle Hartridge's Workshop drew an excellent response, with 30 registered participants originally. Due to unforeseen circumstances, the September Workshop was rescheduled for late October with 20 participants in attendance. The Workshop focused on those National Codes Standards particularly relevant to those in international student support roles, with vibrant discussion among the participants of their institute's experience in meeting those standards. The response to the Workshop was positive. The event was again hosted in Sydney CBD, this time at the University of

Newcastle's Sydney Presence. Again, the Workshop attracted participants from a wide range of roles and institutes across the industry.

The AGM was also well attended, and both ISANA National President Danielle Hartridge and ISANA National Vice President Melanie Duncan were in attendance. At the AGM, the Committee put forward the suggestion of approaching ACT Members about whether they would be interested in a merger of the NSW and ACT Branches. Currently, there is no active Executive Committee in ACT. The vote was unanimous in favour of approaching ACT regarding a potential merger. The Committee also received a wide variety of PD suggestions, including the possibility of a full day Conference which would include multiple PD Sessions.

2013 and Beyond...

The Committee will strive to continue delivering topical and relevant Professional Development in 2013 and will be consulting with our members, colleagues, and National Council to do so. The Committee will also be assessing our online presence in an effort to be accessible to both members and participants.

Thank you to all those who participated in the 2012 PD Sessions. We look forward to seeing you again in 2013.

Noura Rashad
President ISANA 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.
- 2012 has also seen the Secretariat liaise closely with facilitators of the state run PD sessions, including setting up online registrations and reporting.
- The Secretariat's role also includes the responsibility of book-keeping (XERO), 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
November 2012	- 407

Tracy Noble
ISANA Secretariat

WHAT WE DO

ISANA MEMBERS IN AUSTRALIA HOLD THE FOLLOWING POSITIONS:

Accommodation Coordinator	Director English Language & International Services	International Compliance Coordinator
Accommodation Officer	Director of Admissions & Marketing	International Coordinator
Accommodation Services Coordinator	Director of Enrolments	International Coordinator (Compliance)
Acting Manager of Career Education, Study Abroad & Exchange	Director of International Programs	International Education Director
Acting Team Leader International Admissions	Director of Marketing	International Education Export Officer
Administration	Director of Staff	International Education Project Coordinator
Administration Manager, Student Life & Learning	Director of Student Welfare	International Liaison Officer
Administrative Assistant	Director of Studies	International Officer - Student Support
Administrative Officer (International Student Support)	Director of Studies - ELICOS	International Officer Support Services
Administrator	Director of Studies/Program Manager	International Policy and Process Officer
Admissions Manager	Director Student Services	International Program Coordinator
Admissions Officer	Director, Education & Government Relations	International Services Coordinator
Assistant Dean (International Programs)	Discipline Executive Officer	International Services Manager
Assistant Director, Strategic Engagement	DUELI Student Adviser	International Services Officer
Assistant Manager	Education Abroad Advisor	International Student Adviser
Associate Director International Student Support	ELC Student Adviser	International Student Co-Ordinator
Associate Director, Student Services	Endeavour Awards - Program Manager	International Student Counsellor
AusAID Liaison Officer	Endeavour Senior Case Manager	International Student Facilitator
Ausaid Scholarships & Exchange Officer	Enrolments Manager	International Student Information Assistant
AusAID Student Advisor	Enrolments Officer	International Student Management Coordinator
Branch Manager	Exchange Programs & Camps Coordinator	International Student Manager
Business Manager	Executive Director: Academic Services	International Student Officer
Business System Manager	Executive Manager	International Student Program Coordinator
Campus Manager	Executive Manager International Services	International Student Program Manager
Campus Registrar	Executive Manager UWS International	International Student Programs Support Officer
Campus Services Manager	Executive Officer	International Student Project Officer
Catholic Chaplain to Intl Students	Global Mobility Officer	International Student Registrar
CEO	Government Scholarships Coordinator	International Student Services Manager
Chief Consultant	Head - Student Advice	International Student Support
Community Engagement Strategist	Head of Administration	International Student Support Coordinator
Community Worker	Head of Admissions	International Student Support Officer
Compliance Officer	Head of Department	International students Program Head of School
Consultant (Cross-cultural Issues)	Head of Department, International Studies	International Study Abroad Officer
Consultant: Intl Learning & Teaching Unit	Head of International Markets	International Transition Coordinator
Coordinator International Student Services	Head, ACU English Language Centres	Intl Student Co-ordinator, Learning Support
Coordinator, Student Life	Head, International Student Services	ISP Coordinator
Counsellor	Head, Student Services	ISP Program Manager
Dean of International Students	HOD International Programs	Learning Advisor
Dean of Students	Homestay Accommodation Officer	Learning Centre Co-ordinator
Deputy Head of College	Homestay Co-ordinator	Learning Hub Advisor
Deputy Principal	Homestay Coordinator International Student Program	Learning Skills Tutor
Director	Homestay Manager	Lecturer
Director International Student Program	Housing Officer	Lecturer, School of Media and Communication
Director - Student Development	International Administration Team Leader	Lecturer/Consultant

Macquarie University - Student Manager	Scholarships Officer	Teacher/Student Counsellor
Manager - International Sponsored Students Unit	School Counsellor	Teaching & Learning Coordinator
Manager - Student Development	Senior Advisor Education Abroad	Team Leader - Credit For Prior Learning
Manager - Student Support Advisors	Senior Case Manager	Trainer/Assessor
Manager International	Senior Coordinator, International Student Wellbeing	Training Advocate
Manager International Student Support	Senior Education Manager	VIC State Manager
Manager Intl Student's Office	Senior International Advisor	Welfare Coordinator and Counsellor
Manager Monash Abroad	Senior Intl Student Support Officer	Welfare Officer
Manager Off-Campus Accommodation Services	Senior Manager, International Administration	
Manager Student Welfare	Senior Program Manager - Australia, Australian Partnership Scholarships (APS) Pr	
Manager Student Welfare & Support	Senior Project Officer	
Manager Victoria Abroad	Service Quality Manager	
Manager, Counselling & Health Student Services	Social Worker	
Manager, Foundation Studies Programs	Sponsored Project Officer	
Manager, Housing Advisory Service	Sponsored Student Project Officer	
Manager, International Student Advisory Services (Brisbane)	State Manager - QLD	
Manager, International Student Life	State Manager - SA	
Manager, International Student Program	State Manager - Victoria	
Manager, International Student Support	Station Officer	
Manager, Student Experience & Community Engagement	Student Counsellor	
Manager, Student Services	Student & Community Support Manager	
Manager, Student Wellbeing	Student Accommodation Coordinator	
Managing Director	Student Adviser	
National Business Development Manager	Student Advisor And International Student Support Officer	
National Client Services Manager	Student Advisory & Welfare Manager	
National Manager - Business Growth & Implementation	Student Centre Manager	
Office Manager	Student Counsellor	
Operations Manager	Student Development Officer	
Operations Manager, International Student Programs	Student Experience Coordinator	
Outreach Advisor	Student Experience Officer	
Overseas Student Coordinator	Student Mentor Coordinator	
Partner	Student Services	
Partner/Arabic Language Expert	Student Services Coordinator	
Partnerships Manager Northern Region, OSHC	Student Services Manager	
PIER Academic Manager	Student Services Officer	
Principal	Student Services Support Officer	
Principal Executive Officer	Student Support Adviser	
Professor - Business & Economics	Student Support and Engagement Coordinator	
Project Manager	Student Welfare Administrative Assistant	
Project Officer	Student Welfare Advisor	
Psychologist	Student Welfare Counsellor	
Quality & Compliance Officer	Student Welfare Officer	
Reception - Administration	Student Wellbeing Advisor	
Regional Account Manager - WA & NT	Study Abroad & Exchange Coordinator	
Registrar	Student Services Manager	
Research Fellow And Lecturer	TCFS Student Welfare Administration Assist	
Resident Director Programs	Teacher	
	Teacher/ International Student Curriculum Coordinator	

WHERE WE WORK:

ISANA MEMBERS WORK FOR THE FOLLOWING AUSTRALIAN ORGANISATIONS:

ACT Department of Education & Training	CQ University	International Australian Academy
AIM Overseas	Craigslea State High School	International Education Services
Allianz Global Assistance	CSU Study Centres	International Student Services, QUT
Anand International India	Curtin College	Ipswich Girls' Grammar School
ANZ Bank	Curtin University of Technology	Ivanhoe Grammar School
Arabic Communication Experts	Deakin International	James Cook University
Asian Student Accommodation	Deakin University	Kawana Waters State College
Aust-One Education Services	DECD - IES	Keebra Park State High School
Austrade	Dental Nursing Australia	Kelvin Grove State College
Austraining International	Department Of Education & Training	Kenmore State High School
AustraLearn	Department of Education and Early	Kew High School
Australian Catholic University	DETA International	Korowa Anglican Girls' School
Australian Education International	Discover Matrix Pty Ltd	Krish Education & Consultancy Services
Australian Homestay Network	Education Adelaide	La Trobe University
Australian National University	Education Centre of Australia Pty Ltd	Language Studies International
Auzzie Internships & Study	Education Consultant	Le Cordon Bleu
Balmoral State High School	Education Queensland International	Lilydale Adventist Academy
Beaconhills College	Elanora State High School	Loreto College
Bendigo TAFE	Eynesbury College	Macquarie Campus
Benowa State High School	Eynesbury International	Macquarie City Campus
Box Hill Institute	Faculty of Economics and Business, University of Sydney	Macquarie Institute
Bradford College	Familystay Australia	Macquarie University
Brighton Grammar School	First Step Australia	McD University Of Divinity
Brighton Secondary School	Flinders University	Melbourne Global Mobility, Melbourne University
Brisbane International Students Services	Focal Holdings Pty Ltd	Melbourne Institute of Business and Technology
BUPA Australia	Forest lake international college	Melbourne Institute of Training & Technology (MITT)
C Management Services For CQ University Melbourne	Genazzano FCJ College	Melbourne Metropolitan Fire Brigade (MFB)
Caloundra Christian College	Gilson College	Melbourne University
Cambridge International College	Global Experience	Mentone Girls' Grammar School
Campus Life Villages	Globe Education Marketing Consultants	Mercedes College
Canberra Institute of Technology	Government Education And Training GETI	Merrimac State High School
Canterbury College	Griffith English Language Institute	Metro College of Technology Pty Ltd
Carnegie Mellon University	Griffith University	Metropolitan South Institute of TAFE
Centenary Heights State High School	Hawthorne - Melbourne	Miami State High School
Center For Culture, Ethnicity and Health	Helensvale State High School	MIBT
Central Australian College	Hobart Academy	Mitchelton SHS
Central Queensland University	Hobart College	Monash College Pty Ltd
Challenger Institute of Technology	ICTE-UQ	Monash Postgraduate Association (MPA)
Charles Darwin University	IDP Education Australia	Monash University
Chisholm Institute	Immanuel College	Monash University English Language Centre
CIT Solutions	Imperial College of Technology M'gement	MTSC Pty Ltd
Cleveland District SHS	Imperial College of Trades	Multicultural Communities Council of SA Inc
CMS - For CQUniversity Melbourne	Intensive English Language Institute	Multicultural Health & Support Service
Coolum State High School	Interantional Education Services	NAVITAS (Saitb/Celusa/Eynesbury)

North Coast TAFE	Student Accommodation Services Pty. Ltd.	University of New England
Nunawading Christian College	Study Group	University of New South Wales
Nyanda State High School	Sunnybank State High School	University of Newcastle
Office of Knowledge Capital, City of Melbourne	Swinbourne University of Technology	University of Newcastle
Office of The Training Advocate	Swinburne International	University of Notre Dame Australia
OSHC Worldcare	Sydney Institute of Business & Technology (SIBT)	University of Queensland
OZ Homestay	TAFE South Australia International	University of South Australia
Palm Beach Currumbin State High School	TAFESA Croydon campus	University of Southern Queensland
Pearson Language Tests	Tasmanian Polytechnic	University of Sydney
Prince Alfred College	Taylors Senior College	University of Sydney Centre for English Teaching
Pulteney Grammar School	The Australian National University	University Of Sydney Foundation Program
Qld Institute of Business & Technology	The Great Learning Tree Pty Ltd	University of Tasmania
Queensland University of Technology	The Knox School	University of Western Australia
Riverina Institute of TAFE	The Queensland Non-Government Schools International Education Centre	University of Western Australia Sydney
RMIT English Worldwide	Top Education Institution	University of Wollongong
RMIT International College	Trinity	University Senior College
RMIT University	Trinity At UWA	UNSW Student Development International
Robina State High School	Trinity Bay State High School	UOW College
Rochedale State High School	Trinity College	Upper Coomera State College
Sacred Heart College Senior	Trinity College - University of Melbourne	USQ Sydney Education Centre
SAIBT/CELUSA	Trinity College Gawler Inc	Varsity College
School Of Psychology, UQ	Tuart College	Victoria University
Smithfield State High School	UCL School of Energy & Resources	VTI Victorian TAFE International
South Australian Institute of Business	Universal Students' Consultancy	Wesley College
Southbank Institute of Technology	Universal Visa	Westbourne Grammar School
Southern Cross University	University College London	Western Overseas
St Aloysius College	University of Adelaide	Whitefriars College
St Mary's Anglican Girl's School	University Of Ballarat	Woodcroft College
St Philip's Christian College Port Stephens	University of Canberra	
Stanley College	University of Melbourne	

DECLARATION OF INTEREST:

NIL

**ISANA INTERNATIONAL EDUCATION
ASSOCIATION INC.**

*Financial Statements
For the Year Ended 30 September 2012*

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 2012, 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 2012, 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: 29 November 2012

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC
INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 SEPTEMBER 2012

	2012	2011
	\$	\$
INCOME		
ACTIVITIES		
Membership Fees	49,280	53,447
Professional Development	50,832	24,648
Interest Income	3,936	5,138
Sponsorship	-	-
Product Sales	35	590
TOTAL INCOME	<u>104,083</u>	<u>83,821</u>
COST OF ACTIVITIES		
Accommodation	3,344	-
Airfares	3,933	1,194
Business Development	-	4,962
Conference Fees & Expenses	37,617	15,269
Consultancy	-	-
Catering & Meals	5,992	4,303
Printing & Stationery	628	910
Taxis, Parking & Fuel	-	-
TOTAL COST OF ACTIVITIES	<u>51,514</u>	<u>26,637</u>
GROSS PROFIT - ACTIVITIES	<u>52,568</u>	<u>57,185</u>
OTHER EXPENSES		
<u>Overhead Expenses</u>		
Audit Fees	5,470	1,500
Bookkeeping	495	210
Bank Charges	461	370
Insurance	4,026	3,413
Legal Expenses	-	1,500
Postage	41	32
Printing & Stationery	1,303	713
Registration Fees	1,223	1,080
Secretariat	16,798	21,301
Sundry Expenses	580	1,612
	<u>30,397</u>	<u>31,731</u>
<u>Communication Costs</u>		
Telephones & Mobiles	1,654	1,009
Web Design & Maintenance	8,140	9,842
	<u>9,794</u>	<u>10,851</u>
<u>Travel Costs</u>		
Airfares	-	1,920
Taxis & Fuel	274	61
Accommodation	3,335	3,874
	<u>3,609</u>	<u>5,856</u>
TOTAL OTHER EXPENSES	<u>43,800</u>	<u>48,438</u>
SURPLUS/(DEFICIT)	<u>8,769</u>	<u>8,747</u>
Bursaries	-	1,368
NET SURPLUS/(DEFICIT) AFTER AWARDS	<u>8,769</u>	<u>7,379</u>

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC
STATEMENT OF FINANCIAL POSITION
AS AT 30 SEPTEMBER 2012

	2012	2011
	\$	\$
<u>ACCUMULATED FUNDS</u>		
Opening Balance as at 1 October	196,287	188,908
Net Surplus/(Deficit) for the Year	8,769	7,379
Closing Balance as at 30 September	<u>205,055</u>	<u>196,287</u>
 <i>Represented by:</i>		
<u>CURRENT ASSETS</u>		
Special Project Account	-	2,223
Cheque Account - MECU	-	12,352
Business Account	86,224	50,294
ACT - Bank Account	1,483	1,483
NSW - Bank Account	-	3,749
VIC - Bank Account	1,154	5,268
QLD - Bank Account	3,953	4,592
SA - Bank Account	7,062	9,843
WA - Bank Account	15,795	12,379
TAS - Bank Account	2,209	2,186
National - Investment Account	66,028	63,339
Victoria - Investment Account	30,190	31,749
VIC - Investment Account - Withholding tax receivable	159	-
	<u>214,256</u>	<u>199,457</u>
 <u>NON-CURRENT ASSETS</u>		
Credit Union Membership	10	10
	<u>10</u>	<u>10</u>
TOTAL ASSETS	<u>214,266</u>	<u>199,467</u>
 <u>CURRENT LIABILITIES</u>		
Other Current Liabilities	5,839	-
GST	3,372	3,180
	<u>9,210</u>	<u>3,180</u>
NET ASSETS	<u>205,055</u>	<u>196,287</u>

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 SEPTEMBER 2012

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.



International Education Association Inc.

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