

ISANA

Annual Report

ISANA International Education Association Inc.

ISANA

2013

228 Liverpool Street Hobart TAS 7000



EDUCATE - ADVOCATE

ISANA – International Education Association:

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- 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 Association's activities over the last 12 months.

The following national office bearers completed their second year of their term in 2013:

President - Danielle Hartridge

Vice President - Melanie Duncan

Vice President (Professional Development) - Shanton Chang

Communications Manager - Vibeke Foss

Unfortunately, due to a change in employment, Jeremy Lemish resigned from the position of Treasurer. We were very lucky that Kathy Matthews agreed to take on the position for the remainder of 2013. We thank Jeremy for the work he undertook as Treasurer and for his support of the Association.

The national office bearers, along with the branch representatives constitute the ISANA Council who are responsible for the management of the Association. The branch representatives during the last 12 months were:

New South Wales/ACT - Madeleine Dimitroulis

Queensland - Lio Lay

SANiTy - Mary Ann Seow

Victoria/Tasmania - Sharon Smith

The branch reports are included in the 2013 Annual Report and they are a testament to the great work achieved by many individuals involved in each branch. They organise invaluable professional development and networking opportunities, and represent the interest of members at the state government level and state based stakeholders with an interest in supporting international students. The branches are a real strength of ISANA.

We had a face-to-face Council planning weekend in March and teleconferences throughout the year. The Council keep in regular contact via email and phone. Most of the work we do for ISANA takes place outside normal office hours as all office bearers have full-time paid positions. All the work we do 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.

At our face-to face meeting we discussed at length how we can support our members and how we can add value to the ISANA membership. We identified some priorities - professional development and networking opportunities, developing new resources and updating the resources we currently have available on our website, research on important issues impacting the international the student experience and effective communication with our members. If ISANA is to deliver on all of these priorities, we discussed the need to engage the services of an executive/project officer. This will be something for the new Council to consider.

It was a privilege to award Life Memberships to Felicity Fallon and Peter Spolc. Life Membership is a distinguished award to individuals who have made a significant contribution to the core activities of ISANA. Felicity and Peter achievements in the areas of professional development and leadership have been outstanding. It was a pleasure to acknowledge Felicity and Peter and thank them for their commitment to ISANA over many years.

Late last year, ISANA launched the ESOS 2012 Changes Online Training Session that was developed with funding we received from Australian Education International (AEI). There were a number of changes to the ESOS Act in 2012 and this training session was designed to assist staff to understand these changes. This project was developed in the same format as the National Code Online Tutorial that was launched in 2007. This tutorial continues to be a valuable resource and many institutions utilize the tutorial as a compulsory element of their induction program.

The ISANA Council once again offered Student Bursaries to international students in each state and territory. These bursaries consist of a fee waiver for the ISANA National Conference and \$1000 to contribute towards their travel costs. A merit based selection process was undertaken to determine successful applicants.

The work that commenced in 2012 in relation to the development of the ISANA governance framework has continued in 2013. The ISANA Governance Manual sets out in broad terms the overall role of the Council of ISANA. The role of the Council is to govern the organisation. This means the Council is responsible for directing the organisation into the future, ensuring it meets its financial and legal obligations and ensuring its strategic objectives are both met and in keeping with the aims, values and mission of the organisation.

Thanks go to Dr Kate Dempsey for her considerable work over 2013 in developing this manual.

As mentioned at the 2012 AGM, our current incorporation in the ACT does not meet the requirements of an association operating in multiple states and at a national level. ISANA obtained legal advice from the legal firm Murdoch Clarke that ISANA become a Company Limited by Guarantee in order to properly comply with Australian law regarding legal organisation.

A group representing the Accommodation Special Interest Group requested funding from Council to run a video competition. Students were invited to share their accommodation experiences in a video format. A total of six entries were received and prizes awarded to the top three. Following the launch of the videos at this year's conference, members will be able to utilise these videos as an important communication tool to inform students about the different accommodation options available.

Special thanks to Molly Bonnefin, Tracy Rood, Pat Petronio and Kristine Papadopoulas for making this happen.

ISANA continues to work closely with the Council of International Students of Australia (CISA). ISANA were invited to be part of the Steering and Advisory Groups for the project "I am not Australian but I have an Australian story". This project has received wide support in the sector and acknowledged as important initiative to share the inspirational stories of international students. ISANA actively participated in the CISA Annual Conference and is always available to give support and advice to the committee if requested.

One of the highlights of my four years as President of ISANA has been the partnership with CISA. I was in Tasmania when CISA was created in 2010 and have witnessed their growth over a short period of time. They are held in high regard within the international sector. The ISANA Council would like to congratulate CISA for everything they have achieved over a short period of time.

ISANA continues to advocate for effective support networks to maximise the international student experience and the 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 value is much more than the financial contribution they make to our economy.

We would like to acknowledge and thank our ISANA Secretariat, Tracy Noble for her valuable contribution and hard work. Tracy is very efficient and extremely well organised. I couldn't imagine what we would do without her.

A big thanks to Ben Thiessen for his ongoing support and valuable advice.

I would like to extend my thanks and appreciation 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.

It has been an honour and a privilege to have served as President for the last 4 years. It has been an enormously rewarding and a valuable learning experience.

I congratulate the newly elected Council and wish them well over the next two years.

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

VICTORIA & TASMANIA

The ISANA Victoria - Tasmania branch in 2013 had a full branch of committee members to begin with, but a few changes due to resignations at during the year left us without a secretary and treasurer, two key roles in the branch.

Despite this, the branch managed to grow members over the year, expand our membership to include representation from the state government and all education sectors, which helps to add to the diversity of the group and networks we all benefit from.

We also embarked upon including the Tasmania branch in the branch this year, and have included a Tasmania representative in the branch committee for 2013. We faced challenges in communicating and engaging with Tasmanian members effectively this year, however, hopefully this will be improved in 2014.

We continue to have an enthusiastic membership who contribute to lively discussions at meetings, participate and attend our PD sessions and state conference.

We have retained a healthy branch bank account however, I feel we have not utilised the funds to the extent we had anticipated when creating the budget for 2013. This was partly because we were not able to connect effectively with the members in Tasmania to offer and provide opportunities to attend branch activities in Victoria, nor did we develop activities in Tasmania for members.

In 2012, we reintroduced member's branch meetings while continuing to run our professional development sessions as separate events. By doing this, we were offered additional networking or professional development opportunities for members almost every month. In 2013 we continued to hold branch meetings during the year, apart from professional development sessions. These sessions have become excellent forums for a couple of speakers and have helped expose members to new connections, networks and ideas in addition to the formal professional development sessions. The attendance at the branch meetings was excellent with approximately 20 – 30 members attending each time. I hope this system continues in 2014.

In 2013, our professional development sessions were very well attended, by mostly members and some non members, averaging well over 30 attending each session.

The State branch conference was a resounding success, with over 100 registered attendees, both members and non-members.

2013 events:

Branch meetings

March 15 – guest speakers - Culture Card and CISA – ‘Heard my story’ project,

May 15 – guest speakers - Fair work Ombudsman's Office, the 2012 Vic branch bursary winner, and Resource bank project discussion and feedback

August 22 – guest speakers from Victorian Tafe International, Australian Federation of International Students, and Royal Women's Hospital project.

Each branch meeting provided updates to members on upcoming conference and professional development opportunities, as well as national council updates.

PD sessions

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 considered one session that was a fairly substantial cost for the presentation, and therefore sought and received National PD funding to fund half of the cost for this session.

April 17 – Sharing Good Ideas

June 25 – Cross Cultural Communication

November 14 – Volunteering ideas for international students

State Conference

September 15 – Staying Connected – at Rydges Hotel, Exhibition Street, Melbourne.

Once again, this conference was a resounding success. An enthusiastic team, led by Mano and Tania worked tirelessly to gain sponsorship, source excellent speakers and panel participants, and encourage participation and attendance by a larger group of secondary sector colleagues.

Keynote speakers were Julian Hill from the Victorian Government and Karen Poh from Meld magazine. Sessions included immigration, housing and under 18 panels, DIAC speakers, and an array of academic papers, community programs and practical programs for student advisors working in changing student visa and ESOS environments.

There was a workshop run twice throughout the conference focussing on international students and mental health, attended by both conference participants and youth service providers, sponsored by Victorian Government and the City of Melbourne.

All sessions were extremely well attended and received by participants.

The conference also included the conference dinner in the overall registration cost of the conference. This was a low key event and approximately 60 percent of the delegates attended the dinner.

In conclusion:

2013 has been a challenging time with many members facing restructures and decreasing numbers in student enrolments, and less resources for supporting staff, and students. ISANA Victoria has continued to strive to deliver more relevant programs and resources for members as their needs change or diversify.

Work was done to create a resource bank for members, and this work will continue in a subcommittee and through branch meetings to develop this project in 2014.

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 and met members needs as well as demonstrated the importance and value of ISANA in supporting staff who work in the international education sector. A huge and heartfelt thank you to all of the 2013 committee, it has been wonderful working with you! Thank you to Sue Oulton and Samantha Thompson for their outstanding work as professional development co-ordinators for the past two years - their shoes will be difficult to fill. In particular a huge thankyou to Wendy Blastock who will be stepping down this year from ISANA Victoria Executive committee. Wendy has served in many roles on the ISANA Victoria executive and national council for many years, at least 5 years, and has assisted to ensure that ISANA Victoria has remained a relevant and important part of members' professional development and networking in this sector. Thanks Wendy!

Sharon Smith Branch President - ISANA Victoria-Tasmania

November 2013

QUEENSLAND

2013 has been a busy year for Queensland as we have been focusing on ISANA's flagship event, which is the National Conference that is being held in Brisbane in early December. Although planning for the conference often preoccupied time set aside for ISANA meetings, ISANA Queensland managed to offer informative Professional Development workshops to our members.

The following professional development sessions were conducted in 2013;

15 March

ISANA Queensland Network Meeting - Friday 15th March 2013 covering;

- QLD Branch welcome
- Opportunities to be involved with 2013 ISANA National Conference being held in Brisbane from 3rd to 6th December 2013
- Feedback from 2012 ISANA Conference delegates – presenters and attendees
- Meet and greet with CISA Vice President – Kerryn Chung

Venue: QUT, Gardens Point Campus, Science Building, Room GP-P638 (campus map)
Date and Time: Friday 15th March 2013, 10am – 12noon
Cost: Free, non-members welcome, light morning tea provided
RSVP: By Wednesday 13 March 2013 to akonecna@allianz-assistance.com.au

21 people attended

PD session included ISANA updates, information about the conference and opportunities to be involved in Conference

Members provided Feedback from the New Zealand Conference and ideas for the future PD and yearly events. The attendees were also introduced to Kerryn Chung the CISA President who provided comments and a review of the NZ Conference and her role as President.

21st June

Professional Development Workshop – Culture and evidence based practice – Dr Shanton Chang

Date: Friday 21 June 2013

Time: 9.00am – 1.30pm

Venue: QUT Gardens Point, Z Block, Gibson Room (Z1064)

Cost: Members: \$20 (includes PD session cost and morning tea)

Non-members: \$80 (includes PD session cost and morning tea)

We are also offering a very attractive package: \$170 (includes ISANA membership, PD session cost and morning tea)

This was a two part workshop facilitated by Dr Shanton Chang. The first part provides participants with the opportunity to develop key competencies for dealing with cultural diversity amongst students and colleagues and greater understanding of the implications of cultural diversity for their institutions. The second part focuses on how to implement evidence based practice in student support.

Proposed Session in Townsville August 2013

This has been delayed until May 2014 and will be a full day event with guest speakers and workshops. This will hopefully encourage our members from Cairns and Northern Queensland to attend and provides an opportunity for regional areas to be involved. Topics for the workshop included Mental Health Issue and ESOS and National Code Updates.

21st November AGM and end of Year function

Voting and AGM and end of year drinks Preparation

For conference and suggestions and recommendations for 2014 including the proposed Workshops and day session to be held in Townsville in conjunction with Regional members

3 – 7 December

ISANA National Conference – Brisbane, Sofitel

While our membership numbers have slightly decreased, our attendance at workshops has been quite high identifying the need for additional training and support sessions for our valued members and colleagues. Total membership for Queensland 96

A large majority of Queensland members originate from the University sector with a small number from Secondary schools and TAFE and local Government.

I would like to acknowledge the efforts of the ISANA Queensland team and thank them for their support and dedication over the last two years. I would also like to thank the Queensland members who have offered their support and volunteered to assist with the upcoming conference and we hope to continue to provide relevant and quality professional development workshops in 2014.

Thank you to the National Council for the support through 2013 and to the current QLD team members for their ongoing enthusiasm and dedication. A special thanks to Samantha Hilbig for agreeing to lead ISANA Queensland during my absence and extended leave from the president's position.

As the two year term for currently elected office bearers come to a close, 2014 will bring in new faces and opportunities for ISANA Queensland to focus some attention on Professional development workshops catering to schools and establishing better links with the Community and Regional members of Queensland.

Regards,

Lio Lay

ISANA QLD President - current

NEW ZEALAND

2013 has been a year of consolidation for ISANA New Zealand.

Our main activity for the year was the 6 PD Days held in the main centres of Auckland, Hamilton, Palmerston North, Wellington, Christchurch and Dunedin. A great deal of work went into arranging and running these PD Days, and I would like to thank all those involved with the arrangements. Close to 150 people in total attended these PD Days, held between June and September and the feedback has been positive. We were fortunate to have Marsh / Allianz provide sponsorship to assist us in delivering the PD programme at an affordable cost.

Another highlight of the past 12 months, was hosting the ISANA International Conference in December 2012. I was really impressed with the quality of the programme and speakers, and extend my thanks to Sylvia Hooker and Shanton Chang and the rest of the Conference Committee. It is important for ISANA New Zealand to get the opportunity to host the Conference on a regular basis, and I appreciate ISANA Australia's willingness to accommodate us. The number of New Zealand delegates is always significantly higher when the Conference is in New Zealand, and we also see it as an excellent opportunity to showcase New Zealand, and in this case Auckland, to our good friends on the other side of the Tasman.

ISANA New Zealand's membership currently stands at 145 members, a little lower than when I reported last year. The Auckland region again has the highest number of members with 26%, followed by Waikato, Manawatu-Wanganui, Wellington and Otago all in the 12-14% range. Like last year, the University sector continues to represent a little under half of the membership. The big surprise this year is that the School Sector is now the second largest, representing 23% of our members. This is the result of a concerted effort by ISANA New Zealand to reach out and engage with Schools, with the Schools PD Day at Conference one good example of a new initiative (which I am pleased to see repeated in Brisbane). The ITP Sector represents 19% of the membership, followed by the PTE sector with 6% (the "Other" category represents the final 8%).

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ISANA New Zealand continues to be in a good financial position, and recorded a good surplus for the 2012/13 financial year. We are currently on track to achieve a reduced surplus in the 2013/14 financial year, which again is pleasing and will allow further investment in activities and initiatives aimed at supporting our NZ membership.

The ISANA New Zealand Charitable Trust was established this year, and was registered by the Charities Commission in February 2013 and incorporated in May 2013. The ISANA New Zealand Charitable Trust is a separate entity, and will in turn undertake activities which are exclusively charitable and for the benefit of students and staff working within the International Education Sector in New Zealand. The decision to establish a separate trust was made after careful consideration and specialised advice. The ISANA New Zealand Trust (existing trust) will continue with its focus on professional development and advocacy.

Sadly, we lost a friend and colleague during the year when Tracy Evans passed away. Tracy had been actively involved with ISANA NZ for a number of years, including being a member of the Executive for the current term. Tracy played a key part in our outreach programme to Schools (she was from a School herself), and the increase in membership from the School Sector I have reported above is largely the result of her efforts. ISANA New Zealand is working with Tracy's family to ensure we mark her involvement in an appropriate way.

The ISANA NZ Executive met twice in person during the 2013 calendar year, as well as holding several teleconference meetings. I would like to thank all members of the Executive for the time they have given to ISANA NZ during the past 12 months, and acknowledge that without their involvement and good work, it would simply not be possible to undertake the activities we committed to over the last year. ISANA NZ's two-yearly election of officers will be held at this year's AGM in November, and two of our Executives have already indicated they will not be standing again. I would like to personally thank Sione Naulivou and Rosanna Luoni for the contribution they have made over many years now, and wish them all the very best with their future endeavours.

ISANA New Zealand is fortunate to have Claire Hastings as our administrator. Claire is the person who does all the work behind the scenes to keep the 'show on the road' and is the person that most members have direct contact with. I would like to take this opportunity to thank Claire for all that she does.

Finally, I would like to wish all our members, and those members of ISANA in Australia, a good end to 2013, a safe and happy Christmas and a successful 2014.

Jason Cushen
President ISANA New Zealand

SANiTy - SOUTH AUSTRALIA & NORTHERN TERRITORY

This year has been a good year for the ISANA International Education Association Branch of South Australia and Northern Territory. The committee has organised a number of Professional Development and networking events for members beginning with a well-attended Education Adelaide briefing at the Belgian Beef Café.

This was shortly followed by a workshop on 'Asian Culture and Asian Names' run by ISANA member, Anthony Siew. This popular workshop was requested by new members to the Association.

Our third PD workshop this year was also facilitated by an ISANA member. Ann Sherwell who coordinates accommodation services for Navitas in Adelaide approached the Committee early this year to organise a network facilitation session for staff across the education sector who manage accommodation services for international students. A small and enthusiastic group of like-minded peers met to discuss issues, share strategies and develop network support.

This means of developing networks is a strategy that SANiTy hopes to develop more over the next few years. ISANA's strength has always been in the network of peer support across the country. Special interest group sessions are a key feature at ISANA National Conferences and SANiTy will encourage similar sessions within future SANiTy conferences as well as through the year.

This year's State Annual Conference theme was 'Developing global citizens – strategies and responsibilities'. The conference was well attended with 56 delegates from across the sector including government agencies.

The State conference was opened by Mr Bill Spurr, Chair of Education Adelaide who shared information on the key issues facing the state in international education and the activities of Education Adelaide to support its members.

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Other speakers who presented to the 56 delegates were:

- Sergeant O'Reilly from the South Australia Police who shared interesting statistics on offences that involved international visitors (including students),
- The Overseas Workers Team from the Fair Work Ombudsman on international student work rights
- Dr Karma Pearce from the University of South Australia on engaging international students through cooking
- A panel of Accommodation providers sharing information on student engagement at student residences and how providers can engage in these activities
- Paula Dunstan, CISA Project Manager on the 'I am not Australian but I have an Australian Story' project

A new session at this year's conference was the Special Interest Groups discussion groups – Accommodation, Under 18's and Compliance and Monitoring. Information from these sessions will be shared at the National Conference SIGs.

Delegates gave the conference strong positive feedback and helpful information on future interests. Sponsors for the conference were Study Adelaide, Student Rooms, the University of South Australia, UniLodge, Urbanest, University Senior College and the ANZ. Sponsorship enabled us to host delegates to a delicious lunch at Regattas restaurant at the Adelaide Convention Centre.

The international education sector faces challenges in the next few years. We live in interesting times. Among other issues, we face budget cuts across the Higher Education sector, uncertainty in the policies relating to SVP extensions, competition for students from our traditional competitors intensifying as well as a high Australian dollar.

ISANA will continue to work hard to support our members to meet the challenges ahead. The new committee will continue to organise PD sessions for members as well as opportunities for members to develop networks to share information and support.

As SANiTy President, I have represented the issues of members at the National Council, at the South Australian DIAC Client Reference Group, with Education Adelaide and with the ISANA National Conference organising committee.

We will finish this year with a networking event later in November. As the outgoing State president, I have been very pleased to have worked with a Committee of terrific volunteers who have been energetic and enthusiastic. SANiTy has a healthy bank balance to run activities for members thanks to their efforts and membership has increased. I would like to take this opportunity to thank them on behalf of SANiTy members. I also wish the new committee well for their term of the next 2 years.

Mary Ann Seow

ISANA International Education Association (SA/NT)

President 2012-2013

NEW SOUTH WALES & AUSTRALIAN CAPITAL TERRITORY

The ISANA NSW Committee underwent significant change at the commencement of this year, with our very active and progressive President, Noura Rashad, vacating the role to attend to family commitments in her home country permanently. On behalf of the ISANA NSW Branch (as it then existed) and its membership, I would like to thank Noura for her dedication and hard work throughout her Presidency. The role of President has remained vacant since this time, however, the remaining Committee members are keen to undertake additional tasks and continue to pursue the needs of its membership until the position is filled.

2013 has been a significant year for our Branch, with ISANA NSW members unanimously voting to approach the ISANA ACT membership to join our Branch and form a united NSW/ACT Branch at the 2012 AGM. On 14 June 2013, Melanie Duncan, Vice President ISANA National Branch, and I held a meeting in Canberra with members of the ACT Branch and put forward this proposal. The attending ACT members voted unanimously to amalgamate with the NSW Branch. Proceedings to amalgamate the Branches commenced immediately thereafter and the ISANA NSW/ACT Branch was formed with the existing NSW Branch Executive Committee continuing in their respective roles. ACT members were encouraged to join the Executive team but no nominations have been put forward to date.

To celebrate the newly formed NSW/ACT Branch, the Executive Committee is holding a 'Branch Name' competition for members. Members are encouraged to submit suggestions for a fun new name for our newly amalgamated Branch, in similar jest as our SA/NT Branch counterpart, SANiTy. The competition was announced at the 2013 AGM and closes on 22/11/13. The Executive Committee will select the best entry, award a prize, and importantly, implement the new name!

The Executive Committee of the newly formed Branch continues to work on reinvigorating the Branch as a priority and plan PD events in Sydney and Canberra and possibly Wollongong to suit the location of the extended membership. The Executive Committee was able to only host one multi-faceted PD event for members this year in Sydney on 4 October 2013 due to the absence of a President and prioritising the amalgamation of the NSW and ACT Branches. The Executive Committee will seek feedback from ACT members soon and host the next PD event in Canberra.

The ISANA NSW email account has been active, with all communication to and from the Branch directed through this channel. It has provided us with an effective communication tool as well as clearly identifying the Branch in email communications to members. We have promoted various NSW-based community, not-for-profit and government events to our membership via email and have received many member enquiries and requests.

The Branch Secretary/Communications Officer, Khushveen Majhail, represented our Branch at the ISANA National Council Meeting in Melbourne on 23-24 March. This meeting provided us with important national directives, actions and objectives and insight into industry patterns, issues and events as well as providing us with a platform to raise NSW-focused issues at the national level.

The 2013 AGM and PD event held at UNSW in Sydney on 4 October 2013 was a resounding success, attracting 22 participants from a wide range of roles and institutions across the industry.

2013 ISANA NSW/ACT Branch AGM

The day commenced with the 2013 ISANA NSW/ACT AGM for members only. The AGM was well attended (quorum reached) and Khushveen Majhail and I were re-appointed to continue in our current roles of Secretary / Communications Officer and Vice President respectively. Members Angela Leota and Jodie Kirkwood eagerly volunteered to join the Executive Team in general roles, however, the role of President was not filled; the Executive Team will seek nominations for this important position from the membership shortly. A wide variety of PD suggestions for 2014 were also discussed. Please refer to the AGM Minutes for further details.

'MRT Cases – Lessons to be Learned for ESOS Compliance' presented by Melda Moss, SCU

Following a vibrant networking lunch with members, non-members and PD speakers including DIBP representatives, Melda Moss delivered her highly recommended presentation from the 2013 ESOS Conference. The presentation

provided participants with an insight into the process of MRT review, relevant law, findings and decisions and how institutions can use MRT cases to provide additional insight into the interpretation of ESOS legislation and monitor their own and third party ESOS compliance and the adequacy of internal policies and procedures. The response to the presentation was overwhelmingly positive, with participants unanimously satisfied with both the content and PD quality on the Participant Evaluation Form and keen to explore the AUSTLII database for decisions involving their institutions.

'Discretionary Student Visa Cancellation Framework' and Q&A Session presented by Sam Oram, DIBP NSW Student Integrity Unit and Sindy Aguilar, DIBP NSW Student Visa Processing Unit

Representatives from the Department of Immigration and Border Protection (DIBP) delivered the final session. They provided an overview of recent changes to the Student Visa reporting and cancellation framework and identified how these changes have shifted their focus to high risk groups and enhanced the integrity of the Student Visa Program. They also provided an update on DIBP procedures and best practice regarding visa application lodgment and PRISMS reporting and discussed how non-compliance can affect subsequent visa applications, eg, on GTE grounds. The session generated lively discussion amongst participants and provided a valuable opportunity to seek clarification on pressing visa-related issues. Reports from participants at this event have been quite outstanding, with claims that the discussions arising were profoundly insightful and provided a unique DIBP perspective that will positively inform their work practices at their various institutions.

I would like to thank the ISANA NSW Executive Committee members for their efforts and commitment in 2013. 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 throughout 2013 and our members for their active and enthusiastic participation and engagement with ISANA NSW/ACT Branch in 2013.

Sincerely,

Madeleine Dimitroulis
Acting President
ISANA NSW/ACT 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.
- 2013 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
November 2013	- 408

Tracy Noble
ISANA Secretariat

WHAT WE DO:

ISANA MEMBERS IN AUSTRALIA HOLD THE FOLLOWING POSITIONS:

Academic Co-Ordinator	Director of Staff	International Student Manager
Accommodation Advisor	Director of Studies - ELICOS	International Student Officer
Accommodation Coordinator	Director of Studies/Program Manager	International Student Program Coordinator
Accommodation Officer	Director Student Services	International Student Programs Support Officer
Accommodation Services Coordinator	Education Consultant	International Student Registrar
Acting Manager of Career Education, Study Abroad & Exchange	International Student Adviser	International Student Services Manager
Administration	Emerging Markets and OSHC Business Development Manager	International Student Support
Administration Manager, Student Life & Learning	Enrolments Manager	International students Program Head of School
Administration Officer/ International Student Coordinator	Enrolments Officer	International Study Abroad Officer
Administrative Assistant	Exchange Programs & Camps Coordinator	International Transition Coordinator
Admissions Director, Australasia	Executive Director: Academic Services	ISP Program Manager
Admissions Officer	Executive Manager	Learning Advisor
Assistant Dean (International Exchange)	Executive Officer	Learning Skills Tutor
Assistant Director, Strategic Engagement	Global Brand Manager	Lecturer
Assistant Manager	Government Scholarships Coordinator	Manager
Associate Director International Student Support	Head - Student Advice	Managing Director
AusAID Liaison Officer	Head of Admissions	National Business Development Manager
Australian Director	Head Of Department	National Client Services Manager
Branch Manager	Head of Department, International Studies	National Manager
Business Manager	Head, ACU English Language Centres	Operations Manager
Business System Manager	Head, International Student Services	Outbound Coordinator Victoria Abroad
Campus Director	Homestay Accommodation Officer	Outreach Advisor
Campus Manager	Homestay Admin Assistant	Overseas Student Coordinator
Catholic Chaplain to Intl Students	Homestay Coordination	Partner
CEO	Homestay Manager	Principal
Cheif Consultant	Stakeholder Relations Coordinator	Professor - Business & Economics
Community Engagement Strategist	Inter-Cultural Engagement Officer	Program Director
Community Worker	International Administration Team Leader	Program Manager
Compliance Officer	International Coordinator	Project Officer
Consultant (Cross-cultural Issues)	International Education Director	PSN Manager
Consultant: Intl Learning & Teaching Unit	International Education Project Coordinator	Psychologist
Coordinator - International Student Experience	International Officer - Student Support	Quality & Compliance Officer
Coordinator International Student Services	International Policy and Process Officer	Reception - Administration
Dean of International Students	International Program Coordinator	Regional Account Manager
Dean of Students	International Services Coordinator	Registrar
Deputy Head of College	International Services Manager	Registrar and Administration Manager
Deputy Principal	International Services Officer	Research Fellow And Lecturer
Director	International Sponsorship & Scholarship Officer	Resident Director Programs
Director International Student Program	International Student Administration Officer	Scholarships Officer
Director - Student Development	International Student Adviser	School Counsellor
Director of Academic & Student Services	International Student Coordinator	SEIS Officer
Director of Admissions & Marketing	International Student Counselor	Senior Advisor Monash Connect
Director of Enrolments	International Student Information Assistant	Senior Case Manager
Director of International Programs	International Student Liaison Officer	Senior Coordinator, International Student Wellbeing
Director of Marketing	International Student Management Coordinator	Senior Counsellor

Senior International Student Advisor	Student Adviser	Student Support Manager
Senior Intl Student Support Officer	Student Advisor And International Student Support Office	Student Support Officer
Senior Manager, International Administration	Student Advisory & Welfare Manager	Student Welfare Advisor
Senior Program Manager	Student Advocacy Officer	Student Welfare Counsellor
Senior Project Officer	Student and Community Support Manager	Student Welfare Officer
Senior Student Adviser	Student Centre Manager	Student Wellbeing Advisor
Senior Student Welfare Officer	Student Counsellor	Study Abroad & Exchange Coordinator
Service Quality Manager	Student Engagement Assistant	Teacher
Social Worker	Student Experience Coordinator	Teacher/Student Counsellor
Sponsored Project Officer	Student Finance & Advocacy Officer	Teaching & Learning Facilitator & Orientation Program
Sponsored Student Project Officer	Student Mentor Coordinator	Team Leader
State Manager	Student Services Coordinator	Team Leader - Credit For Prior Learning
Station Officer	Student Services Manager	Training Advocate
Student Counsellor	Student Services Officer	Welfare Officer
Student (PhD)	Student Support and Engagement Coordinator	
Student Accommodation Coordinator	Student Support Coordinator (Careers & Events)	

WHERE WE WORK:

ISANA MEMBERS WORK FOR THE FOLLOWING AUSTRALIAN ORGANISATIONS:

ACT Department of Education & Training	Deakin University	Kent Institute of Business & Technology
AIM Overseas	DECD - IES	Korowa Anglican Girls' School
Allianz Global Assistance	Dental Nursing Australia	La Trobe University
Anand International India	Department of Education and Early Childhood Development	Language Studies International
ANZ Bank	Department of Education Training & Employment	Le Cordon Bleu Australia
Aquinas College	Department of State Development, Business & Innovation	Lilydale Adventist Academy
Arabic Communication Experts	DETA International	Loreto College
Asian Student Accommodation	Discover Matrix Pty Ltd	Macquarie Institute
Aust-One Education Services	Edge Hill State School	Macquarie University
Austraining International	Edith Cowan University	McD University Of Divinity
AustraLearn	Education Adelaide	Melbourne Global Mobility, Melbourne University
Australian Catholic University	Education Centre of Australia Pty Ltd	Melbourne Institute of Business and Technology
Australian Education International	Education Queensland International	Melbourne University
Australian Homestay Network	Elanora State High School	Mentone Girls' Grammar School
Australian National University	Eynesbury College	Mercedes College
Balmoral State High School	Familystay Australia	Metro College of Technology Pty Ltd
Beaconhills College	First Step Australia	Metropolitan Fire Brigade
Bendigo TAFE	Flinders University	Metropolitan South Institute of TAFE
Bradford College	Focal Holdings Pty Ltd	MIBT
Brighton Grammar School	Forest Lake International College	Mitchelton SHS
Bupa Australia - Overseas Student Health Cover	Genazzano FCJ College	MLC
C Q University	Global Experience	Monash College Pty Ltd
Caloundra Christian College	Global Programs In Sustainability	Monash University
Cambridge International College	Government Education And Training International Tasmania	MTC Pty Ltd
Campus Life Villages	Griffith English Language Institute	Multicultural Communities Council of SA Inc
Canberra Institute of Technology	Griffith University	NAVITAS (Saiibt/Celusa/Eynesbury)
Canterbury College	Hobart Academy	North Coast TAFE
CAPA International Education	Hobart College	Nunawading Christian College
Carnegie Mellon University	ICTE-UQ	Nyanda State High School
Centenary Heights State High School	IDP IELTS	Office of The Training Advocate
Central Australian College	Immanuel College	OSHC Worldcare
Centre For Culture, Ethnicity And Health	Imperial College of Technology and Management	OZ Homestay
Challenger Institute of Technology	Independent Schools Queensland	PIBT/NAVITAS
Charles Darwin University	Intensive English Language Institute	Prince Alfred College
Charles Sturt University Study Centre	Interantional Education Services	Pulteney Grammar School
Chisholm Institute Of TAFE	International Australian Academy	Qld Institute of Business & Technology
CISA Project Manager	International College of Technology and Management	Queensland University of Technology
CIT Solutions	International Education Services	Riverina Institute of TAFE
City of Melbourne	International Student Services QUT	RMIT
Cleveland District State High School	Ipswich Girls' Grammar School	Rochedale State High School
Coolum State High School	Ivanhoe Grammar School	Sacred Heart College Senior
CQ University	James Cook University	SAIBT/CELUSA
Craigslea State High School	Kawana Waters State College	School Of Psychology, The University of Queensland
Curtin College	Kelvin Grove State College	SkillsTech Australia
Curtin University	Kenmore State High School	Smithfield State High School

South Australian Institute of Business and Technology	Trinity College - University of Melbourne
Southbank Institute of Technology	Trinity College Gawler Inc
Southern Cross University	Tuart College
St Aloysius College	TWGG International
St Mary's Anglican Girl's School	UCL Australia
St Philip's Christian College Port Stephens	Universal Students' Consultancy
Stanley College	Universal Visa
Student Accommodation Services Pty. Ltd.	University College London
Student Solutions Pty Ltd	University Of Ballarat
Student Support Services	University of Canberra
Study Group	University of Melbourne
Sunnybank State High School	University of New England
Swinbourne University of Technology	University of Notre Dame Australia
Sydney Institute of Business & Technology (SIBT)	University of South Australia
TAFE South Australia International	University of Southern Queensland
TAFESA Croydon campus	University Of Sydney Foundation Program
Tasmanian Polytechnic	University of Tasmania
Taylor's Senior College	University of Western Australia
The Australian National University	University of Western Sydney
The Knox School	University of Wollongong
The University of Adelaide	University Senior College
The University of Melbourne	UOW College
The University of New South Wales	Victoria University
The University of Newcastle	VSEC Educationa
The University of Queensland	VTI Victorian TAFE International
Top Education Institution	Wesley College
Trinity	Westbourne Grammar School
Trinity At UWA	Western Overseas
Trinity Bay State High School	Whitefriars College
Trinity Beach State School, Education Queensland	Woodcroft College

DECLARATION OF INTEREST

NIL

LIFE MEMBERS

Graeme	Baguley
Heather	Bigelow
Bryan	Burke
Paula	Dunstan
Felicity	Fallon
Brit	Helgeby
Gilbert	Hennequin
Carol	Hogan
Vivien	Hope
Ross	Lehman
Elaine	McBRIDE
Gavin	Sanderson
Peter	Spolc
Patrick	Willix
Liz	Wright

**ISANA INTERNATIONAL EDUCATION
ASSOCIATION INC.**

*Financial Statements
For the Year Ended 30 September 2013*

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC

STATEMENT BY MEMBERS OF THE COMMITTEE

The committee has determined that the Association is not a reporting entity. The committee has determined that this special purpose financial report should be prepared in accordance with the accounting policies of the Association.

The committee declares that:

1. the financial statements give a true and fair view of the financial position of ISANA International Education Association Inc. as at 30 June 2013 and of its performance for the year ended on that date, and
2. in the committee's opinion there are reasonable grounds to believe that the Association will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

President

Dated: 26 November 2013

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 2013, 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.

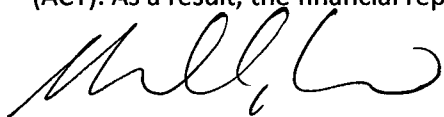
We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

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 2013, 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.



Bentleys Tasmania Audit Pty Ltd
Registered Audit Company
Michael Ian Derbyshire - Director

Address: 139 Sandy Bay Road, Hobart, Tasmania, 7000
Hobart: 26 November 2013

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC
INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 SEPTEMBER 2013

	2013	2012
	\$	\$
INCOME		
ACTIVITIES		
Membership Fees	43,011	49,280
Professional Development	106,204	50,832
Interest Income	4,382	3,936
Sponsorship	4,000	-
Sundry Income	548	-
Product Sales	-	35
TOTAL INCOME	<u>158,145</u>	<u>104,083</u>
COST OF ACTIVITIES		
Accommodation	884	3,344
Airmiles	2,607	3,933
Conference Fees & Expenses	66,298	37,617
Catering & Meals	1,019	5,992
ESOS Transition Project	10,282	-
Printing & Stationery	-	628
Products for resale	164	-
TOTAL COST OF ACTIVITIES	<u>81,254</u>	<u>51,514</u>
GROSS PROFIT - ACTIVITIES	<u>76,891</u>	<u>52,568</u>
OTHER EXPENSES		
<u>Overhead Expenses</u>		
Audit Fees	2,400	5,470
Bookkeeping	528	495
Bank Charges	1,348	461
Insurance	4,307	4,026
Postage	23	41
Printing & Stationery	109	1,303
Registration Fees	-	1,223
Secretariat	16,731	16,798
Staff Amenities	231	-
Sundry Expenses	472	580
	<u>26,149</u>	<u>30,397</u>
<u>Communication Costs</u>		
Telephones & Mobiles	1,451	1,654
Web Design & Maintenance	3,782	8,140
	<u>5,233</u>	<u>9,794</u>
<u>Travel Costs</u>		
Airmiles	343	-
Taxis & Fuel	-	274
Accommodation	11,238	3,335
	<u>11,581</u>	<u>3,609</u>
TOTAL OTHER EXPENSES	<u>42,963</u>	<u>43,800</u>
SURPLUS/(DEFICIT)	<u>33,928</u>	<u>8,769</u>
Bursaries	9,579	-
NET SURPLUS/(DEFICIT) AFTER AWARDS	<u>24,349</u>	<u>8,769</u>

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC
STATEMENT OF FINANCIAL POSITION
AS AT 30 SEPTEMBER 2013

	2013	2012
	\$	\$
<u>ACCUMULATED FUNDS</u>		
Opening Balance as at 1 October	205,055	196,287
Net Surplus/(Deficit) for the Year	<u>24,349</u>	<u>8,769</u>
Closing Balance as at 30 September	<u><u>229,404</u></u>	<u><u>205,055</u></u>
 <i>Represented by:</i>		
<u>CURRENT ASSETS</u>		
Business Account	98,333	86,224
ACT - Bank Account	-	1,483
VIC - Bank Account	18,708	1,154
QLD - Bank Account	4,062	3,953
SA - Bank Account	8,963	7,062
WA - Bank Account	15,018	15,795
TAS - Bank Account	-	2,209
National - Investment Account	70,050	66,028
Victoria - Investment Account	22,195	30,190
VIC - Investment Account - Withholding tax receivable	-	159
	<u>237,329</u>	<u>214,256</u>
 <u>NON-CURRENT ASSETS</u>		
Credit Union Membership	<u>10</u>	<u>10</u>
	<u>10</u>	<u>10</u>
TOTAL ASSETS	<u><u>237,339</u></u>	<u><u>214,266</u></u>
 <u>CURRENT LIABILITIES</u>		
Other Current Liabilities	6,202	5,839
GST	<u>1,733</u>	<u>3,372</u>
	<u>7,935</u>	<u>9,210</u>
NET ASSETS	<u><u>229,404</u></u>	<u><u>205,055</u></u>

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 SEPTEMBER 2013

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
2012 - 2013 COMMITTEE MEMBERS

President	Danielle Hartridge P O Box 14428, Melbourne, VIC
Vice President	Melanie Duncan 38 Shearinga Grove, Cordeaux Hts, NSW
Vice President - Professional Development	Shanton Chang University of Melbourne Faculty of Science, Carlton, VIC
Treasurer	Kathy Matthews Allianz Global Assistance
Communication Manager	Vibeke Foss Charles Darwin University, Ellengowan Dr, Darwin, NT
Secretariat	Conference Design Pty Ltd 228 Liverpool St, Hobart, TAS
QLD President	Lio Lay QUT, 2 George St, Brisbane, QLD
SA & NT President	Tejinder Malhi Student Solutions Pty Ltd
VIC President	Sharon Smith 200 Little Collins St, Melbourne, VIC
NSW President	Madeleine Dimitroulis University of Wollongong, NSW
WA President	Vacant
TAS President	Vacant

President



Auditor

26 November 2013



International Education Association Inc.

www.isana.org.au

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HOBART TAS 7000

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Email: isana@cdesign.com.au

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