



Annual Report 2007



Educate • Advocate

ISANA: International Education Association:

- Provides a means for the exchange of information and networking;
- Facilitates the professional development of members;
- Builds links with associated organisations both locally and overseas; and
- Liaises with government and other agencies on policy matters relating to international students in Australia and New Zealand.

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ISANA President's Report

ISANA's mission has been defined as involving four main areas of concern

- providing a means for the exchange of information and networking
- facilitating the professional development of members
- building links with associated organizations both locally and overseas, and
- liaising with the government and other agencies on policy matters relating to international students in Australia and New Zealand.

2007 has been a year in which we both "continued as usual" and faced new challenges in these four areas.

Changes to the ESOS Act and the new National Code

One of the greatest challenges for all of us who work with international students in Australia has been the understanding of the changes to the ESOS Act and the new National Code and implementing these changes in workplaces. ISANA has been well equipped to meet this challenge through the professional development opportunities that we have provided, through the more informal exchange of information that has happened through our formal and informal networks and through the discussions that have happened with government agencies. A vital vehicle in providing helpful information to our own members and to our colleagues in the industry has been the National Code Tutorial that has been developed and administered for us by Cheryl Cook. We thank Cheryl for her excellent work in this area.

Professional Development

Although the new National Code has been a major and very valuable focus for professional development in Australia, many other successful professional development activities have been undertaken in 2008 in New Zealand and at state branch level in Australia. A number of TRaCs workshops have been presented and we thank Shanton Chang for his leadership over several years in the development and presentation of TraCs workshops in particular and our professional development program in general.

A number of very successful regional conferences were held at branch level in New Zealand and in various states in Australia. Congratulations and thanks are due to the hard working branch committees who make all the professional development activities at branch level possible. Our annual international conference is being held in Adelaide in late November and we thank Nick Dowd and his team for all the work that has been put into preparing for it.

A successful experiment occurred this year when ISANA jointly endorsed a day-long forum with OSHC Worldcare. This forum was held at Homes Glen TAFE in Victoria and proved a successful vehicle for raising important issues in the industry. OSHC Worldcare has been ISANA's major sponsor for professional development events in Australia this year and we thank them sincerely for their support in this way.

Links with associated organizations

2007 has been a year where efforts from the past have been brought to fruition in our relations with a number of associated organizations.

At a local level in Australia, advancements have been made with two organizations. I represented ISANA at the NLC conference, giving a keynote address and participating to two panel discussions. At the conference dinner, a Memorandum of Agreement was signed between our two organizations. Successful talks have taken place with IEAA and several areas of cooperation have been identified. They include running a joint one-day conference and cooperation on the areas of research and advocacy to the government.

It has been an exciting year also in relations at an international level. Early in the year, ISANA joined APAIE (the Asia-Pacific Association for International Education) and I attended their second conference which was held in Singapore in March. At this conference, I gave a presentation on behalf of ISANA giving an overview of the research that we have encouraged in recent years. The Network of International Education Associations formally came into being at the NAFSA conference in May. Unfortunately no member from ISANA was able to present at that meeting. I did attend the second meeting which was held during the EIAE conference in Norway in September and we are now part of that network. The network will function in an informal way, not taking the place of other regional and national organizations already in existence. It will be a place of sharing of information especially about professional development, both contents and calendars, and provide support for newly forming organizations.

Liaison with government agencies

I have attended meetings with DIAC and DEST in Canberra along with representatives of the other peak bodies and I have reported the outcomes of these to the membership where it has been appropriate. Kate Smart, our Vice President (Planning and Development), represented ISANA at a consultation on English language issues and I thank her for doing that.

Exchange of information and ideas

A number of initiatives have been undertaken this year to help facilitate the exchange of ideas within our organization. We have contracted Cheryl Cook to be our Communications Manager and she is now producing monthly ISANA Bulletins which are full of exciting and relevant information. We are also in the process of rebuilding our website so that it will be more easily accessible by all concerned - the ISANA committee, ISANA members and the general public. We thank Cheryl for the very positive and successful way in which she has approached all areas of communication in ISANA this year.

Special Interest Groups

Some of our Special Interest Groups have functioned well but others have not, due mainly to a lack of time to give this area from those involved. These groups are a vehicle by which the exchange of ideas and information can take place very effectively, particularly for those in regional areas or unable to attend branch meetings for various reasons. I am pleased to announce that we have obtained sponsorship from SafeStudent Card to enable us to pay for the revitalizing of our Special Interest Groups in 2008.

The Council

The ISANA Council has met and consulted on many occasions during the year. – a couple of times in person face-to-face but many more times by email. I thank them all for their willingness to address issues frankly and for their advice on many matters. The branch presidents deserve special thanks as they balance their dual role of watching over the activities at branch level and consulting at Council level. Special thanks go to Paula Dunstan, the immediate Past President, who has provided me with a great deal of support and wise advice.

Those who keep our organization functioning

Finally I would like to thank those who keep our organization functioning. Danielle Hartridge has managed to find some time in her busy life of work and family to oversee our finances in her role as treasurer and Liz Wright whose continuous and tireless efforts in so many areas is greatly appreciated.

Our industry provides us with many challenges but, as we all know, with many rewards. May we all go forward into 2008 exploring ways in which we can support each other in the vital and demanding work that we do.

FELICITY FALLON

ISANA President

Branch Reports

ACT PRESIDENT'S REPORT

It has been a busy year in the ACT, with most members busily implementing and coming to terms with the new ESOS environment.

In June, Wollongong played host the second NSW/ACT inter-branch conference. The theme of "Getting it Right: new views on the National Code" was addressed from a range of perspectives.

Topics on the agenda included:

- The ISANA Online National Code Tutorial
- ESOS for dummies (!)
- Academic Monitoring
- Critical Incident policies
- Student Mentoring Programs
- Student Support Services

The unusually wet and windy weather did nothing to dampen the spirits of the delegates and Wollongong turned out to be a great location for a regional conference.

I took over as President after Kate Smart's move to Sydney. A big thanks to Kate for her work and a reminder that we still do not have a Secretary. If anyone is keen to help out with this important role, please let me know!

I would like to thank the Branch for their friendship and support this year and look forward to an active and rewarding 2008.

MATT WILKINSON

ACT Branch President

NSW PRESIDENT'S REPORT

2007 saw a 'Changing of the Guard' in ISANA NSW as it ushered in an entirely new executive committee to take over the reins for 2007 & 2008. In their January planning meeting, this committee made a conscious decision to build on the great work of the previous committee by providing strong, relevant and affordable professional development to the membership over the next two years. There was also a commitment to continue reaching out to our regional membership and to prioritize increasing our profile in the Schools, ELICOS and VET sectors.

As a result of our January planning meeting, four professional development sessions were scheduled for 2007 - all with different, yet relevant, foci for our members:

"Teaching skills to facilitate international student learning" – April 27th, 2007

This session, presented by Dr. Shanton Chang, was designed specifically for academic staff, focusing on teaching skills required for effective international student learning. Our special thanks to Dr. Ross Lehman who hosted and organized this session for us at Central Queensland University

ACT/NSW State Conference: "Getting it Right: New views on the National Code" – June 7th & 8th, 2007

This two-day conference, at the University of Wollongong, provided an intensive cross-sector focus on ESOS Compliance and transition to the new National Code in July, 2007. Our special thanks to both Kate Smart and Peter Spolc for their hands-on support in collating a wonderful program for attending delegates.

Mental Health First Aid – September 27th & 28th, 2007

This 2-day professionally certified course aimed to develop skills to detect and manage mental health issues within an international education framework. Our special thanks to IFSA-Butler who sponsored this program by providing their wonderful facilitator, Annette Tesoriero, for the session.

"Meeting the Needs of Korean Students" – October 26th, 2007

This session built on our previous "Meeting the Needs" series by exploring issues specific to our growing Korean student population, and to workshop effective communication strategies to enhance our dealings with all international students. The ISANA NSW 2007 Annual General Meeting was incorporated into this session with the view to fill the two vacant executive committee position of Secretary and Treasurer - we hope that the new committee will enjoy their 'learning curve' as we, as a new committee, have this year.

My personal thanks is most sincerely extended to both my Vice-President, Aditya Tater, and Communications Manager, Nuala Grundy, for their dedication and hard work this year - I believe we are well on the way, if not already there, to achieving our 2007 goals! I would also like to personally acknowledge Anna Rees, who has continued in her role as ISANA NSW Treasurer over the year as we sought a replacement for her - thanks Anna!

Thanks to all for a wonderful year.

MELANIE DUNCAN

NSW Branch President

NEW ZEALAND PRESIDENT'S REPORT

The annual conference this year (late August) was held in Hamilton at Waikato University. We had a marvellous group there who managed all the day-to-day planning and we were very fortunate to have Waikato University and Waikato International sponsor us. My thanks to Sione, Andrea, Rosanna and Sonya for a fabulous job.

The theme was "Interconnectedness: Exploring, Experimenting and Experiencing". It was wonderful to have such high quality speakers beginning with the opening speech given by The Hon Michael Cullen to the final speaker including a student panel that was very informative.

The participants this year were from a very varied group of organizations and with a very good representation from the schools sector. We have some very good footage of the activities at the dinner; participants jumping over bamboo sticks without getting their ankles clipped was a highlight.

The one day of Professional Development prior to the conference with its four streams was very well attended.

Changes are in the pipeline for the Code of Practice and we are working very closely with the Ministry of Education and the Code Office so that all members are kept well-informed on all that is happening.

We are certainly looking forward to the ISANA conference being held in Auckland next year, and as a result we will have three mini conferences/networking days in May to be held in the upper North Island, Central / Lower North Island and one in the South Island.

We have continued to work very closely with several Government Departments again this year and will continue this as a priority.

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

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

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

SYLVIA HOOKER

New Zealand Branch President

QUEENSLAND PRESIDENT'S REPORT

ISANA Queensland has continued with bi-monthly meetings this year, each including a professional development session. We have found this works very well and meetings have been well attended.

I would like to thank those members who supported the President's role during a year without a committee, I could not have continued without this support. In particular I would like to thank Liz Wright who took on the task of organizing the State Conference when I had undergone shoulder surgery and was out of action for more than six weeks. Thank you Liz.

I also attended the launch of the Queensland Branch of the Australian Federation of International Students (AFIS). It was good to see most Universities represented and the evening was well planned and very successful.

Due to a couple of cancellations, we were only able to provide two Professional Development Sessions; however, these were well attended.

Taking Care of Yourself – 7th March

Julie Coles from Griffith University ran an interesting session on how to take care of ourselves during peak periods such as Orientation.

Queensland State Conference – "The National Code: Impact and Implications" – 14th June

Again, good attendance and with current issues regarding the new National code addressed. Paula Dunstan facilitated the session. Cheryl Cook travelled to Queensland to run a session on the ISANA on-line National Code Tutorial and members of DIAC and DEST ran sessions on relevant issues and changes. Mariana Lane and Wendy Gilbert fielded questions on the implications of the National Code on the pre-tertiary sectors.

Child Safety – 3rd October

Superintendent Christopher Gould from Child Safe UK was an interesting and thought-provoking speaker at the October meeting. Chris is now liaising with Queensland Police to establish a link with Child Safe in Queensland. Primarily this session covered abusive situations that can develop in homestay, and was very well received.

Earlier in the year, Liz and I were actively involved in discussions with members in North Queensland on how to better involve them in the branch activities, including meetings. In October, I flew to Cairns with AHN and while there, met with a number of ISANA Members. It was agreed that a virtual conference would be set up on a regular basis with members based in North Queensland.

I look forward to seeing more Queensland members in 2008.

SYLVIA LEWOHL

Queensland Branch President

SANITY – SOUTH AUSTRALIAN AND NORTHERN TERRITORY PRESIDENT’S REPORT

2007 has been a fantastic year for the ISANA SANiTy Branch. In March, the Branch Executive Committee met to plan the 2007 PD Calendar. A number of ISANA members took on a role to present and/or facilitate PD events. We also had a number of external presenters both local and from interstate who assisted us with addressing a variety of topics relevant to international education.

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

A highlight of 2007 has been that the SA Branch of ISANA has adopted a new, tongue-in-cheek name, “SANiTy Branch” to acknowledge the fact that ISANA members from the Northern Territory are an integral part of this Branch. We have been in touch with NT members as well as other education providers in NT and have made every effort to promote ISANA and its activities. The Branch applied for and received sponsorship to support NT members in attending the Branch Conference, and assistance with professional development opportunities has also been offered. We are looking forward to further developing the ISANA network in the Territory.

During 2007 ISANA SANiTy Branch presented five workshops:

Homestay in Action was a great success and very well attended. Sylvia Lewohl, Manager Homestay, Griffith University, shared her knowledge, experiences and best practices from Griffith University. The workshop was very interactive and the response received was extremely positive.

The Second Crossing - Transition to Uni was another very well attended workshop, with three presenters from various education sectors that allowed participants to discuss vital issues. Interpreting Asian Names was another successful event. The presenter, Anthony Siew from The University of South Australia, provided an insight into Asian names and had a number of practical exercises to enable participants not only to understand but also pronounce Asian names correctly.

Marketers and Recruiters Issues focused on the international student market development and recruitment techniques, as well as issues related to possible fraud in overseas qualifications.

One more workshop to cap off a very successful year: **Addressing the Needs of Indian Students** was held on 23rd of October.

The final ISANA SANiTy event for 2007, after the National Conference, is Christmas drinks. This will give members an opportunity to reflect on the past year, highlight the successes and note shortcomings to enable improvements in 2008.

Memberships

A large number of members and non-members participated in PD activities this year, including an increasing number from small and newly emerging education providers. A number of attendees chose

to take up ISANA membership and, as a result, the SANiTy Branch membership has enjoyed further growth with a total membership of 66. We love to have new members, and encourage current members to spread the word about ISANA.

We try to offer workshops at no, or minimal charge, to cover costs, and have held PD seminars at various locations around Adelaide and have made it more accessible for members based in different parts of Adelaide.

ISANA SA State Conference

The State Conference “How to Ensure our Compliance”, held on 18 September 2007 attracted a good number of participants from various education sectors. Diverse and experienced speakers made this annual event a success.

The conference was proudly sponsored by Flinders University, The University of Adelaide, University of South Australia and OSHC Worldcare. An ISANA member from NT was sponsored by SANiTy Branch to attend this conference. The conference incorporated the SANiTy Branch AGM where the President reported on the year’s activities and thanked the active members of 2007. The new SANiTy Branch Committee was elected and input was sought from the attending members to enable the Executive Committee to start planning 2008 events.

Other achievements

We can proudly report that the Branch continued to raise the ISANA profile across various educational sectors in the state. Good relationships have been maintained with local authorities including DFEEST, DECS, SAPOL and DIAC.

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

We continued to represent SA education providers at DIAC Client Service Reference Group and Engaging Stakeholders meetings that allow us to raise issues pertinent to international student visa matters.

The executive committee of 6 members has continued to implement ISANA goals and has been successful in attracting new members, delivering low cost PD, providing networking opportunities and raising the organisational profile.

Newsletter

For a moment, we want to give ourselves a pat on the back, for what we see as a tangible success with the SANiTy Branch newsletter. This was an initiative planned and announced at the 2006 AGM. This project has improved communication within the Branch and, as it is your association, we are proud to have achieved this for you. Dare we say it, this step forward has improved our SANiTy!

Plans for next year

It is the intention of the SANiTy Branch to give a greater focus to students’ involvement in ISANA activities. It can be achieved with the involvement of the newly arrived SA Branch of Australian Federation of International Students (AFIS).

Given the ISANA SANiTy Branch's current budget, it is proposed that in 2008 the Branch offers a bursary to a student who would like to present at the ISANA National Conference as well as sponsor an ISANA member to attend the National Conference. It is also proposed that the Branch offers some discount for groups of members from the same institution to contribute to further increase in the community membership.

I would like to take this opportunity to thank all of the SANiTy Branch members for supporting us this year and encourage you to support the Committee that will be working for you in 2008.

Executive Committee 2007

- Irina Ferouleva
- Esther Tobin
- Gladys Arboleda
- Sharon Vis
- Kathy Matthews
- Kathy Grant

IRINA FEROULEVA

South Australia Branch President

TASMANIAN PRESIDENT'S REPORT

2007 has been an exceptionally quiet year for the Tasmanian Branch. In late 2006 we held a combined Branch Conference and Professional Development training day which was a great success. Since then the branch members have conducted their business by electronic means.

The lack of meetings and formal activity in the branch is possibly because of the extra workload that the new National Code brought about, the small pool of potential members, retirement of long standing members who are sorely missed, and because we now have new workers in the sector who are not yet members. This presents some major challenges for the branch and can be seen as an opportunity to reach out to these new workers but, at this stage, we do not have enough people willing to become office bearers and take up the work. At the conclusion of 2007 the branch has had to consider very carefully its options and our future is at the moment in the hands of ISANA Council.

I hope that the branch will continue to operate and that there will be more people willing to give some time and energy for the benefit of members in Tasmania. Perhaps this "bump in the road" will provide us with a chance to take stock, refresh ourselves and come back with new energy and ideas. We remain hopeful.

TONI MCWAIDE

Tasmanian Branch President

VICTORIAN PRESIDENT'S REPORT

2007 has been another outstanding year for the ISANA Victorian Branch. The diversity and depth of professional development activities has been wonderful and has enabled our members to have relevant up-to-date information and further extended our combined expertise.

During 2007, ISANA Victoria has held five well attended Branch meetings and free- of-charge workshops. Our workshops have included a workshop titled

- Understanding and implementing ESOS – the ISANA tutorial. This presentation and workshop by was conducted by Cheryl Cook, the Communications Officer for ISANA
- Our second workshop 'ESOS Standards – understanding the standard within your environment' was an outstanding presentation by Elena Daxis from La Trobe University
- Rachael Baron from Deakin University presented an excellent workshop linking critical incidents to the national code.
- Our fourth was an extended workshop that included lunch and concerned health and communication. Anne Clancy the Health Services Manager at Deakin University gave an informative presentation titled 'International students – healthy, wealthy and wise'. This was followed by an interesting presentation and workshop by Psychologist Lynden Medina from RMIT University titled 'Listening well and assumptions'.

A large number of members and non members participated in these PD activities, including an increasing number of participants from the secondary sector.

During this year our membership has continued to increase from 130 members in early 2006 to nearly 200 in 2007. Our membership includes people representing the Tertiary, ELICOS, Secondary and TAFE sectors. Our members also work in varying capacities that cover the entire spectrum of international education including:

- Academic management and advising
- Accounts, Administration, Admissions
- Careers consultants, counselors & welfare advisors
- Compliance officer, teachers, lecturers
- Registrars, principals, chaplain, dean
- Exchange & study abroad programs officers
- Homestay, Marketing, Migration officer
- Research officers

This year ISANA Victoria continued to represent our members at the various government and non-government groups including:

- The DIAC Practitioners Information Forum
- The DIAC Client and Welfare Reference Groups
- The National Liaison Committee
- International Education Australia Association
- Melbourne ESOS group
- SHOOA

Representation at these groups is crucial as it allows us to raise concerns and inform our members of issues that are pertinent for international students and education providers.

Throughout the year, the Victorian Branch has also contributed to ISANA at a national level and worked closely with various organizations to further improve Victoria's international offerings and environment. We are proud that due to our efforts, ISANA's profile has been raised. We are especially proud that closer working relationships have been developed with a number of government and non-government sectors. This was reflected in the workshop organized jointly by OSHC Worldcare, ISANA and Holmesglen; by the cooperation meeting between VISION and ISANA and by the Stonnington City Council breakfast forum and the co-operation that has grown from this promises to have beneficial results for international students and education providers.

The peak PD event arranged by ISANA Victoria is the annual State Conference. This has once again been convened under the outstanding leadership of Joshua Beggs with the able assistance of a number of people but in particular the invaluable assistance of Sharon Smith and Mary Pozzobon. The range of presentations and workshops this year was outstanding.

During this year the ISANA executive committee has met on 5 occasions in order to plan and prepare workshops and coordinate events; the conference committee has also met on several occasions to plan the branch's conference. I would like to particularly thank the Branch executive and the conference committee for their considerable contributions to the ISANA Victorian Branch including: Josh Beggs, Sharon Smith, Elena Dagis, Mary Pozzobon, Rachael Baron, Osman Duman, Gary Lee, and Cecily Walker. Whilst highlighting the considerable efforts of these people I would like to thank all of those who have contributed to the Branch during this year. Through their voluntary, tireless and creative efforts we have been able to keep our membership well informed and developing professionally. We are contributing significantly to a more cohesive international education milieu, the delivery of quality education and improved accommodation options for students, clearer information for education providers and students, and a more integrated multi-cultural Victoria.

JO FISCHER

Victorian Branch President

WEST AUSTRALIAN PRESIDENT'S REPORT

Introduction

Throughout this year, the ISANA WA Branch has aimed to provide professional development and networking both for its members and for non-members working in the international education field. We have been delighted to welcome a number of new members, all of whom work either directly or indirectly with international students in Western Australia.

Professional Development

In 2007, our professional development programme has included the following:

Our State Conference

The highlight of our branch's activities for the year has been our one-day State conference run in conjunction with the WA branch of ANZSSA on 19 October. This year's theme was "Dealing with difference: Addressing cultural diversity". The conference attracted around 150 registrants and was held in the Joondalup Resort, which was a delightful setting.

The keynote speaker was Professor Geoffrey Bolton of Murdoch University. Professor Bolton provided thought-provoking and highly topical insights during his session which was titled "Inclusiveness and Diversity: Who Belongs Here Anyway?"

Topics covered at the remainder of the conference were wide-ranging, and included "Understanding students from Africa", "Addressing Literacy and effective needs of International Students" and from our own Dr Shanton Chang "Cultural Diversity in Education: a cheek is not always a bird?" As always, the conference also provided an excellent opportunity to maintain current networks and to forge new ones with people across our very diverse industry.

Once again, I must make special mention here of our wonderful ISANA WA Events Coordinator, Sue Elliott. Sue has been heavily involved with the planning and running of these annual conferences since they first began. This was our sixth such conference. The combination of her flair and tenacity has proved invaluable and has been critical to the success of each of the conferences.

ESOS Act Changes and the Implications to your Workplace

In addition to our State conference, ISANA WA also ran this workshop in March of 2007. The workshop provided an overview of the ESOS legislative framework and the new National Code. It also provided the opportunity to participate in round table discussions focussing on a number of the new National Code Standards, and how they could be implemented in the workplace.

The workshop was fully subscribed, and feedback was universally positive.

Annual General Meeting

Our Annual General Meeting this year will be held at the Maharaja Restaurant in Nedlands on Thursday 1 November, immediately prior to lunch. The lunch will be followed by a talk to be given by Dr Peter Symons entitled "Understanding Anxiety in Adolescents" – a topic that we hope will have wide appeal.

Links with CISWA

This year, ISANA WA has continued its close links with CISWA - the Council for International Students of WA. ISANA WA members attend CISWA monthly Working Party meetings where student support practitioners discuss topical and relevant issues. At these meetings, ISANA WA provides information about upcoming ISANA events and also feedback from the ISANA Council and Executive.

Conclusion

In conclusion, I would like to take this opportunity to thank all of our ISANA WA committee members. They have worked very hard to support me and to advance the interests of ISANA, both in WA and nationally, over the past two years.

After 4 years as President, I will be standing down at the AGM, but will remain on the WA committee.

ANNE DUNCAN

Western Australia Branch President

Secretariat Report

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

The Secretariat also liaises closely with the appointed bookkeeper and with the branch treasurers. I would like to give special thanks to the branch treasurers who have done a wonderful job in maintaining their accounts and ensuring that they are sent to me on time.

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

This year, I attended and promoted ISANA membership at the 2006 Annual ISANA Conference in Sydney, the Australian International Education Conference in Melbourne, and the launch of the Australian Homestay Network in Brisbane.

I was also actively involved in discussions with ISANA members in North Queensland on how best to involve them in the branch activities and meetings. Due to their isolation, it was agreed to trial "virtual meetings" via email.

I look forward to working with the new committee in 2008.

LIZ WRIGHT

ISANA Secretariat

What we do

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

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

Where we work

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

ACT Dept of Education	Department of Employment and Training	Le Cordon Bleu TAFE SA	Sacred Heart Girls' College - Hamilton	The University of Sydney
Amadeus Education & Billy Blue Group	DEST	Lincoln University	SAIBT/CELUSA	Trade & Technician Skills Institute
AMES International	Dept of Defence	Long Bay College	Salisbury East High School	Trinity Bay State High School
AMI Education Pty Ltd	Dept of Education and Children's Services	Macquarie International	Scotch Oakburn College	Trinity College
Aranmore Catholic College	Dept of Further Education, Employment, Science & Technology	Macquarie Institute	SCU/CHEC English Language Centre	Trinity College Gawler Inc
Asia:NZ Foundation	Discover Matrix Pty Ltd	Macquarie University	Seymour College	Tropical North Qld TAFE
Atherton State High School	DOLIE - Curtin University	Marlborough Girls' College	Siena College	Tuart College
Auckland Normal Intermediate	Edith Cowan University	Massey University	Smithfield State High School	Unilodge
Auckland University of Technology (AUT)	Education & Training International - TAFE WA	Melbourne Institute of Business and Technology	South Australian Institute of Business and Technology	Unilodge Auckland
AustraLearn	Education Adelaide	Melbourne University	Southbank Institute of TAFE	UniLodge on Flinders
Australian Catholic University	Education New Zealand	Mercedes College	Southern Cross University	Unilodge on Swanston
Australian Defence College	Education Queensland	Merrimac State High School	St Aloysius College	Unitec
Australian Education International	Education Queensland International	Miami State High School	St Cuthbert's College	Universal College of Learning (UCOL)
Australian Education International/DEST	EducationUSA	Ministry of Education	St Mary's Anglican Girl's School	University of Ballarat
Australian Internships	Edventure International Ltd	Monash College	St Paul's College	University of Canberra
Australian National University	EIT Hawke's Bay	Monash College Group	St Williams School, Brisbane	University of Canterbury
Australian Homestay Network	Elanora State High School	Monash International	Catholic Education	University of Newcastle
Belmont High School	Elizabeth College	Monash University	State Library of South Australia	University of New England
Benowa State High School	Eltham College of Education	Mt Gravatt High School	Stay Downunder	University of Otago
BIC-CQU	Embassy of France	MUELC - Monash University	Sterling College	University of Queensland Foundation Year
Bond University	English Language Institute, Griffith University	Murdoch University	Student Accommodation Services Pty. Ltd.	University of South Australia
Bradford College	ESOL Home Tutor Scheme	National Liaison Committee	Student Links NZ Ltd	University of South Australia Students' Assoc
Brighton Grammar School	Eurocentres Perth	NCELTR ELP, Macquarie University	Students' Representative Council, University of Sydney	University of Southern Queensland
Brisbane International Students Services	Eynesbury College	Nelson Marlborough Institute of Technology	Study Gold Coast	University of Sydney
Brisbane North Institute of TAFE	Familystay Australia Pty Ltd	Notre Dame University	Study Group Australia	University of Sydney Foundation Program
Cabra Dominican College	Firbank Grammar School	NSW DET	Swan TAFE	University of Tasmania
CADET International College	Flinders Institute of International Education	OSHC Worldcare	Swinburne University of Technology	University of Technology Sydney
Cairns State High School	Flinders University	Otago Polytechnic	Sydney Institute of Business & Technology	University of the Sunshine Coast
Cambridge College	Forest Lake College	Our Lady of the Sacred Heart College	Sydney West International College	University of Waikato
Cambridge High School	Globally United Publishing	Ozzie Studycare	Tabor Adelaide	University of Western Sydney
Campus Living Villages	Griffith University	Pacific International Hotel Management School	TAFE International Education Centre	University of Wollongong
Canadian High Commission	Haileybury	Palm Beach Currumbin High School	TAFE International Western Australia	UNSW Institute of Languages
Canberra Institute of Technology	Hawthorn English Language Centre	Perth Institute of Business and Technology	TAFE NSW Northern Sydney Institute	UNSW Study Abroad
Canning College	Hobart College	Polytecnic Institute of Studies	TAFE SA	US Consulate General
Carnegie Mellon University	Homestay Australia	Practical Education Institute Ltd	TAFE SA Croydon campus	USC International
Cashmere High School	IDP Education Australia	Presbyterian Church of NSW	TAFE Tasmania	USQ Sydney Education Centre
Centenary Heights SHS	ie Limited	Prince Alfred College	Tai Poutini Polytechnic	Victoria University (Australia)
Central Hawke's Bay College	IES Abroad	Qld Institute of Business & Technology	Tamago Consulting	Victoria University of Wellington
Central Queensland University	IFSA-Butler Australia	Quality Host Families	Taylors College (Study Group NZ Ltd)	Victoria University of Wellington Students' Association
Central Queensland University, Melbourne International Campus	IFSA-Butler University	Queensland Conservatorium	Taylors Institute of Advanced Studies	Vision Manawatu
Central Queensland University, Sydney Intl Campus	Immanuel College	Griffith University	Thames High School	WA Department of Education Services
Central TAFE	Institute for Study Abroad	Queensland Education and Training International	The Australian National University	Waikato Institute of Technology
Charles Darwin University	Institute of TAFE, Tasmania	Queensland University of Technology	The Meridian International School Pty Ltd	Waiopahu College
Charles Sturt University	International Education Services	Queensland University of Technology International College	The Norwood Moriatta High School	Wanganui Collegiate School
Chisholm Institute	International Student Care Australia	Queenstown Resort College	The Qld Non-Government Schools International Education Co-operative	Wellington Institute of Technology
Christchurch Boys High School	International Student Ministries of NZ	Quilca International Programs	The University of Adelaide	Wesley College
CISWA Council for International Students WA	James Cook University	Resortrez - Student Accommodation	The University of Auckland	West Coast TAFE
CIT Solutions	John Paul College	Riccarton High School	The University of Melbourne	Western Institute of Technology
Columba College	Keebra Park State High School	Riverina Institute of TAFE	The University of New South Wales	Westminster School
CPIT	Kelvin Grove State College	RMIT Business	The University of Notre Dame Australia, Sydney Campus	Whitireia Community Polytechnic
Crombie Lockwood	Kenmore State High School	RMIT English Worldwide	The University of Queensland	William Angliss Institute of TAFE
Curtin International College	KITS Educational Consultancy	RMIT International Pty. Ltd.		Wollongong University College
Curtin University of Technology	Kranz International College	RMIT University		Woodcroft College
Cut Above Academy	Language Studies International	Robina State High School		
Deakin International	La Trobe University			
Deakin University	Launceston College			
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