



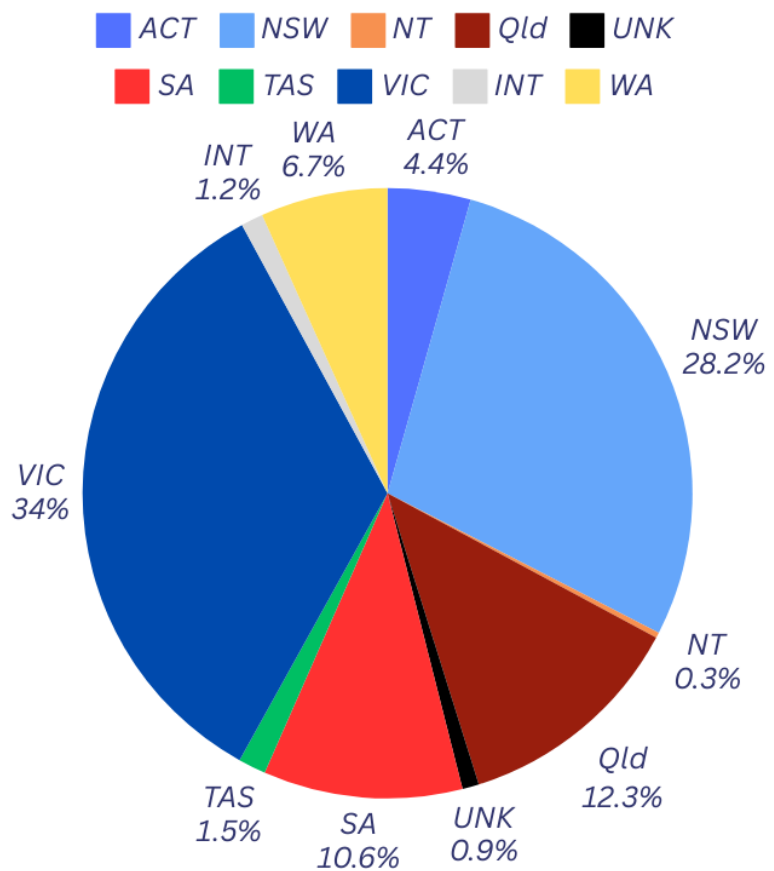
ISANA: International Education Association
2024 Annual Report

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

2024 ISANA MEMBERSHIP BY STATE



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President's Report

2024 started off with a few new council members, no Vic/TAS Branch committee and a few other challenges for our national council.

A low attendance at conference had left us with a big bill and our PD sessions showed a large following but a splintered approach that proved to be a lot of work for dwindling volunteering teams. All this, despite the excellent work of our conference and our pd coordinators.

We met early as a national council for a planning day online in February and agreed the main goal of ISANA this year was to bring value and demonstrate value to all members and grow membership by doing this.

National Council decided to go with SA, Adelaide. We had A great conference team - and it's paid off! We decided to run most of our national PD online and leave face to face networking to our branches - reducing duplication of sessions and workload for our secretariat. Some things could still be improved but over all this has been a very successful change. A massive thanks to the team, Annette, PHE, Jen, the SA and national conference team and Conference design for making our pd work so well this year.

International student representation has been and always will be a key priority for Isana. Isana National council has worked tirelessly throughout the year trying to support CISA - starting with keeping them alive and then moving to helping them wind up and now we are moving to building a new int student org.

A primary focus of mine and NC this year has been contributing to research. In the sector. I spent many hours in meetings with university teams who were submitting ARC proposals. and drafting research support documents for two ARC submissions - ISANA will always provide im kind support to research that seeks to improve the experiences of international students in Australia. unfortunate both submissions were unsuccessful.

Sadly, two Life Members of ISANA passed away this year and I would like to pay my respect in this report to the dedication and commitment to ISANA of Felicity Fallon and Sylvia Lewohl over many years.

These were some highlights and lowlights of a very busy year for us all.

On a personal note, I resigned from ISANA in late November. I have moved away from international education in my work life and have new family commitments that make it very difficult to commit to national council next year to finish my term. I have loved being on national council for the past 5 years as VP planning and development and then national president. My friendships with the people I've worked and played with will last for many years to come.

The new president will be selected by National Council on 27 November, and I wish the 2025 council the very best for the next year ahead.

Thank you all for putting your faith in me, especially to the National Council Members and to Conference Design, Phe, Ben and the incredible team.

Warmest regards,

Sharon Cook

Vice President's Report

Following the ISANA national council elections held in December 2023, I stepped down from the Communication Manager's role and commenced as the National Vice-President. This role allowed me the opportunity to use my experience as a past President to support Sharon Cook as the current National President to bring her many new and fresh ideas and opportunities to ISANA. I attended and contributed to the 2024 ISANA National Council meetings and want to add my thanks to Phoebe Thiessen for all the help she provides as our ISANA Secretariat.

Following are key highlights from my role in 2024:

Meetings

1. *2024 Annual Planning Weekend – 25 & 26 May 2024:* It was great to have the opportunity to meet face-to-face with continuing and new Council members in Adelaide to discuss our 2024 planning.
2. *Catch up with ISANA NZ – 5 August 2024:* Met with Chris Beard, CEO ISANA NZ to discuss our ongoing cooperation and to talk about various opportunities including those that ISANA could support ISANA NZ with.
3. *International Student Experience Roundtable 1 – 8 August 2024:* The Roundtable was hosted by the Student Experience and Mobility, International Division, Australian Government Department of Education unit. Three presentations were given a) the Australian Federal Policy presented on Money Muling and associated resources; b) the Department of Education spoke to OSHC and possible changes to be included in the new Deed; and c) Alison Coelho from the International Sexual Health Network spoke to the work they have been undertaking. Discussion followed on how Peak bodies, students and providers could use, share and provide feedback on each.
4. *NSW International Student Representative Committee (ISRC) - 2 October 2024:* Sharon Cook, Charlotte Long and I met with Weihong Liang to hear about the establishment of the ISRC in July 2024 and to discuss how ISANA could offer support.

AIEC Conference 2024

Participated in the 23 October 2024 Panel Session: *Hybrid approaches to delivering student services – opportunities and challenges.*

As part of the Panel, I spoke about and noted where ISANA's online resources are held and the value of networking and sharing good practice amongst our members and via online professional development sessions.

Panel members included:

1. Joe Hernandez, Commercial Lead – International nib Health Funds
2. Helen Kronberger, Senior Global Engagement Manager, International Education Austrade
3. Alessandro Sereni, International Engagement Office, The University of Adelaide

Submissions

Following online sessions to allow ISANA members to contribute their views and suggestions, I drafted and lodged a submission on the Draft International Education Skills Strategic Framework in June 2024.

ISANA Conference Committee 2024

As a member of the 2024 Conference Committee, I supported the Convenors in building a strong conference program including identifying keynote speakers and panellists and assisted with the long list of logistics that are required to run a successful conference.

Bronwyn Gilson

Vice President – Professional Development

In December 2023, during the ISANA Annual General Meeting held at the conference in Sydney, I was honoured to be elected as the Vice President of Professional Development. Professional Development is a cornerstone of ISANA's success, as it plays a vital role in fostering the growth and learning of its members. ISANA remains steadfast in its commitment to providing ongoing professional development opportunities, empowering members to excel in their roles and enhance their impact in the field of international education.

As Vice President of Professional Development, I have been actively involved in planning, implementing, and overseeing initiatives that enhance the professional growth of ISANA's members. Through these efforts, ISANA fosters a culture of continuous learning, networking, and career advancement, ensuring members have access to high-quality resources that support their development.

In 2024, ISANA delivered a diverse range of online professional development programs at the national level, complemented by branch-specific activities. These initiatives aimed to provide members with opportunities to learn from industry experts, gain insights into best practices, and build meaningful connections with peers and leaders in the international education field. Members and non-members participated in training programs, webinars, and workshops designed to enhance their skills, expand their knowledge, and stay informed about industry trends.

In response to the dynamic and ever-evolving international education landscape, the topics covered this year reflected a wide variety of interests and needs among our members. ISANA remains committed to listening to its members and adapting its offerings to ensure they remain relevant and impactful.

A heartfelt thank you to all the speakers, facilitators, and contributors who have made ISANA's professional development events for 2024 both enriching and impactful. Your expertise and commitment have played a key role in advancing professional practices across the international education sector.

National Professional Development calendar 2024

Date	Mode	Topic	Facilitators/ Speakers
6 March 2024	Online via Zoom	<i>Foundations of International Student Management & Advising</i>	Desma Smith
26 March 2024	Online via Zoom	<i>Understanding the ESOS Legislative Framework and the National Code</i>	Danielle Hartridge
11 April 2024	Online via Zoom	<i>Ombudsman Services and the International Education Sector</i>	Klara Major
22 May 2024	Online via Zoom	<i>Best Practice in Orientation and Pre-Departure</i> SA&NT Branch	Param Arputhanathan, Alessandro Sereni, Nancy Arthur
27 June 2024	Online via Zoom	<i>Generative Artificial Intelligence: Jumping on the Bandwagon</i>	Anusha Dissanayake & Alessandro Sereni
11 July 2024	Online via Zoom	<i>Understanding the ESOS Framework – Assessing Compassionate or Compelling Circumstances</i>	Melanie Duncan
27 August 2024	Online via Zoom	<i>ISANA & IEAA U18 Masterclass – Safeguarding & Consent</i>	-
24 September 2024	Online via Zoom	<i>Critical Incident Management</i>	Desma Smith
17 October 2024	Online via Zoom	<i>Rental Rights Explained for Workers Supporting International Students</i> VICTAS Branch	Ben Cording
20 November 2024	In-person & Online	<i>How Integrated is Your Digital Security Process? The Holistic Digital Security Framework (HDSF)</i> ACTiveNSW Branch	Greg Porter

ISANA & IEAA Online U18s Masterclass 2024 explored child safeguarding frameworks and legislation with a lens of supporting culturally appropriate international student support. This event delved into the intricacies of this complex space and consider the resources and preparations that can be utilized to protect international students.

I would like to extend my heartfelt gratitude to the committee and sponsors, for their invaluable support. Special thanks to:

- **Sharon Cook**, President of ISANA
- **Kailey Milroy**, IEAA-AF Manager, Student Services and Engagement, Government Education and Training International, Department for Education
- **Charlotte Long**, IEAA, Head of Student Learning, University of New South Wales

A sincere thank you to the speakers who generously shared their expertise:

- **Chanel Contos**, Teach Us Consent
- **Patrice Fitzgerald**, Safe Space Legal
- **Eve Ollerenshaw**, Pro Vice Chancellor & General Manager, Group Quality, Accreditation & Compliance, and Group Privacy Officer, NextEd Group
- **Leisl Bruhn**, President, Vision International
- **Harry Stacey**, Consent Labs

Your contributions have greatly enriched our professional development efforts and furthered our collective mission.

To listen to our community needs, a survey will be sent out at the beginning of next year. We encourage all members to share their ideas and feedback, helping us shape future professional development opportunities that align with their aspirations and challenges.

We look forward to your participation in these events and your continued engagement in fostering excellence in the international education community.

Annette Kalczynska

Vice President – Planning and Development

Enhancing our commercial proposition

As the Vice President – Planning and Development I have been strategically focusing on enhancing its commercial position through several key initiatives. A primary area of concern is membership renewal. This year we have actively explored effective strategies to not only renew existing memberships but also to mitigate attrition rates. This includes identifying and addressing the specific needs and concerns of our members, ensuring they see ongoing value in their affiliation with ISANA.

To bolster our membership base further, we have provided additional value to institutions with a view to increasing our group membership base. This initiative involved promotions tailored demonstrate the benefits of collective membership for institutions, highlighting the advantages that come from joining as a group, such as cost savings and enhanced access to resources. A big thanks to Jen Walsh, Communications Manager, who has done a fantastic job in creating more content to highlight the value of membership. In tandem with these efforts, we are finalizing our commercial proposition for our Continuing Professional Development (CPD) sessions, a big thank you to Annette Kalczyńska, Vice President – Professional Development – for her collaborative work in this space.

Creating stronger connections with industry

We have also initiated valuable connections with organizations such as English Australia and NEAS. The objective is to foster a collaborative approach to professional development and conference delivery, enhancing the quality and scope of our offerings through shared resources and expertise. More to come in this space as we enter 2025. In addition, we have confirmed a collaborative project with Austrade. Together, we will deliver a panel presentation at both the AIEC and the ISANA National Conference titled "Hybrid Approaches to Delivering Student Services – Opportunities and Challenges." This presentation will explore innovative strategies and practices in student service delivery, showcasing ISANA's commitment to thought leadership in the sector.

Representation at international education industry forums

In 2024, I represented ISANA's interests at several high-profile conferences, including the APAIE Conference, IEAA's Admissions and Compliance Forum, Learning Abroad Forum, Young Professionals Network NSW, Transnational Education Forum, Times Higher Education ANZ Campus Live and the ITECA International Education Symposium. These events provided invaluable opportunities to network, gather insights, and advocate for the interests of our members.

ISANA National Conference Committee

To further strengthen our organizational impact, I have joined the National Conference committee, where I will focus on promoting the event, securing sponsorships, and managing operational aspects. This role will allow me to contribute to the successful execution of our national gatherings, ensuring they are valuable and enriching experiences for all attendees.

Lastly, I'd like to thank all my colleagues on National Council and State branches, it has been an extremely rewarding first year on council and I appreciate all your guidance and collaboration throughout the year.

Joe Hernandez

Communication Manager's Report

Social Media Communications on LinkedIn and Facebook

Throughout 2024, I maintained and strengthened ISANA's presence on LinkedIn and Facebook, focusing on reaching a broader audience and informing our community about significant developments, events, and resources. Our strategy aimed to share valuable information and engage professionals in international education through consistent, targeted content that reflected ISANA's mission, professional development initiatives, conferences, and the needs of international students.

Partnership with RMIT University

ISANA partnered with RMIT this year on the CALD Inclusion Project, a research initiative addressing communication strategies to support mental wellbeing among CALD (Culturally and Linguistically Diverse) students. This project aligns with ISANA's goal of enhancing support for international students. The Communications Manager contributed to this partnership by facilitating ISANA's involvement through governance, recruitment of participants, and dissemination of outcomes. We provided in-kind support, including 30 hours annually over two years, to leverage our network of professionals and promote this impactful work.

Publication of Insights in QS Insights Magazine

I coordinated the content for an article contributed by ISANA National Council members, which was published in 'QS Insights Magazine' (Issue 21). This article highlights our commitment to student welfare and mental health. It showcases ISANA's thought leadership in international education by providing accessible information for international student communities. You can view it <https://magazine.qs.com/qs-insights-magazine-21/>

Jennifer Walsh

Treasurer's Report

Thank you all for gathering here at the 34th ISANA Conference in Adelaide. As you know, the ISANA National Conference is our largest event each year, and we heavily rely on its success as a key funding stream to support our operations and, in turn, the industry.

As a reminder, the ISANA National Conference was not held in 2022. In 2023, we unfortunately incurred a loss of approximately \$7,989 from the event. Although we anticipated ending this financial year in the negative, I am pleased to report that we have managed to achieve a small profit.

Financial Overview

During the 2023-2024 financial year, ISANA successfully maintained and exceeded its income streams through our offerings of online and predominantly face-to-face Professional Development sessions, as well as revenue from the National Code Tutorial.

Key Financial Highlights

- National Professional Development and Branch Income's revenue rose by \$25,000.
- ISANA opened this financial year with \$199,484 in assets.
- For the 2023-2024 period, our total revenue amounted to \$130,731. After allocating \$126,365 to the operational expenses, cost of activities and bursaries, we were able to generate a small profit of \$4,366.
- By the end of the 2023-2024 financial year, ISANA's net assets totalled \$203,850. The audited financial statements for this period are attached for your review.

Acknowledgements

Before concluding this report, I would like to express my sincere gratitude to Phoebe Thiessen for her invaluable support in overseeing the administration of ISANA's accounts. Her dedication has been instrumental in our financial management.

Thank you all for your continued support of ISANA. I look forward to our shared success in the coming year.

Amy Choo

Branch Reports

ACTiveNSW President

I proudly present the 2024 annual report for ISANA NSW & ACT, reflecting on a year of meaningful engagement, growth, and advocacy. Over the past twelve months, we have worked tirelessly on professional development and industry networking. We have strengthened our relationships with key organisations and engaged with the government on policy matters, addressing the challenges faced by our diverse community.

Our collective efforts have reinforced ISANA's commitment to inclusivity, innovation, and leadership in enhancing the student experience across our regions. This report highlights our key achievements, ongoing initiatives, and future aspirations as we continue to build on this vital work across our regions. This report highlights our key achievements, ongoing initiatives, and future ambitions as we continue to build on this vital work.

Executive Committee

This year, the ACTiveNSW Executive Committee underwent a few changes. We welcomed Betty Lui as Secretary and Renata Leme as Professional Development Coordinator.

National Council Planning Weekend

As the President of ACTiveNSW, I attended the ISANA National Council annual planning meeting held in Adelaide on 25 and 26 May at Study Adelaide's boardroom. An update on the Professional Development Workshops 2024 calendar, the 34th ISANA Conference and the budget were provided, and the team discussed ISANA membership and upcoming projects.

ISANA has actively engaged with government and educational bodies to advocate for policies that benefit international students. Recent efforts include lobbying for improved support services for international students and reviewing the International Education and Skills Strategic Framework and the Education Services for Overseas Students (ESOS) Act.

NEAS Inaugural Homestay Symposium

I represented ISANA at the NEAS inaugural Homestay Symposium in March 2024. The Symposium gathered homestay industry stakeholders and practitioners and was themed on NEAS establishing the world's first set of quality standards for homestay accommodation. ISANA ACTIVE NSW was also a sponsor of the event.

Professional Development

This year, we successfully conducted ten professional development workshops, nine of which were offered online at a national level. By embracing a virtual format, we fostered a more inclusive and collaborative learning environment, allowing participants from regional and rural areas, including metropolitan cities across all states, to engage with one another. This approach not only enhanced accessibility but also encouraged meaningful interactions among members, ultimately strengthening our national network.

Members Networking Events

In 2024, the Networking Events program, which included the Industry Catchup series, achieved remarkable participation levels. A particularly noteworthy session was tailored for members in the Hunter Region and took place in Newcastle. This event served as an important platform for attendees to connect, share insights, and develop professional relationships within the industry. These sessions created a lively and engaging environment, enhancing the overall experience for participants. Key discussion topics addressed critical issues such as adapting to changes in the international student and migration landscapes and concerns surrounding student mental health.

Relationships with key Industry Partners

This year, we took significant steps to enhance our partnership with NEAS by proudly sponsoring the NEAS Symposium, an important event in our field. Our collaboration with Study NSW and the City of Sydney has also flourished, as we actively participated in a number of key events, including the prestigious NSW International Education Awards and the Lord Mayor's Welcome for International Students. These gatherings not only reinforced our commitment to the international education community but also provided invaluable networking opportunities. Additionally, we began cultivating a new relationship with the City of Newcastle, and we are excited about the potential this partnership holds as we look to expand and strengthen our connections in the years ahead.

As we wrap up 2024, on behalf of the Executive Committee, I would like to acknowledge the important contributions made by our members to our networking events and professional development workshops. Your active participation has played a vital role in strengthening our branch and fostering a dynamic community.

I would also like to highlight the efforts of our Executive Committee members—Annette Kalczynska, Nuala Myatt-Bocarro, Alex Li, Betty Lui, and Renata Leme. Their commitment and teamwork have been essential in supporting our members and advancing our objectives throughout the year.

Together, we have faced challenges and celebrated accomplishments, contributing to a successful year for the ISANA NSW & ACT Branch. Thank you for your ongoing collaboration and dedication, which are crucial to our collective success.

Kashif Chauhan

Queensland President

Before I begin with this report, I would like to introduce the Queensland Branch Committee:

- Andy Ng - President
- Kevin Schefe - Vice- President
- Hamdi Al-Ansari - Professional Development
- Vacant
- Vacant

I would like to begin by extending my deepest appreciation to the entire committee for their continued commitment and efforts throughout 2024. It is never easy to balance the demands of full- time professional responsibilities with those of committee membership, and this year was no exception. The pressures of work, coupled with the challenge of recruiting new committee members, meant that the year proved especially demanding for all involved.

Unfortunately, despite our best efforts, we were unable to recruit any new members to the committee this year. This, combined with the limited capacity of our current team, meant that no new programs or initiatives were developed in 2024. It has been a year focused on maintaining our core responsibilities amidst an increasingly busy landscape for everyone involved.

Activities

Despite being unable to deliver state hosted PD, we remained dedicated to supporting our community and maintaining our collaborative spirit. We continued to encourage and promote participation in various National online sessions offered by ISANA and branches and the wider international education sector.

I would like to thank the National Council for their unwavering support throughout the year. Their contributions and leadership are deeply valued, and it is through their efforts that ISANA continues to be a leader in international education, despite the challenges faced at the state level.

Future PD topic ideas for 2025 include:

- Under 18 Focus Group: A platform for staff supporting under-18 students in tertiary and higher education to share best practices and strategies.
- Industry Expert Student Accommodation Providers: A session to discover the latest trends in student accommodation and explore how to support students through personal and financial challenges.
- Transition Programs: Initiatives designed to help first-time students at QUT SSWA connect through workshops and community-building events.
- OHSC: An exploration of various health care packages and critical incident covers offered by Allianz or Medibank to ensure comprehensive support for students.
- Role of Third-Party Student Support Services: A session featuring Study Gold Coast, focusing on how to bridge gaps and address student challenges through dedicated support services.

Andy Ng

SANiTy President

ISANA SA/NT has delivered great programs locally and nationally again this year. PD was developed to support the changing landscape in student support as many staff changes have occurred in our sector over the last few years.

In April, we hosted *Tales from the Intake*, an interactive session that allowed participants a platform to share insights from Orientation program and learn from peers. Lots of great learnings and idea generation came from this session, as well as new connections made.

In June the committee delivered an online webinar nationally titled *Generative artificial intelligence: Jumping on the Bandwagon*. This session was well attended from stakeholders around the country keen on upskilling in the ChatGPT space. Having an academic and professional staff members present provided attendees with practical and research driven tips and tricks.

Our AGM will be held in November, at our networking drinks event held at Oui Chef, one of our committee members' award-winning training restaurants.

Our final event of the year will be to host the National Conference in Adelaide. The committee has taken leadership across all areas of the conference, including assessing abstracts and creating the program, social events, and promotion. We are very excited to welcome everyone here in a few months.

In November 2023 SA/NT hosted their AGM, and an election was held. Since then, we have had a few adjustments to the committee and are grateful for all current and exiting committee members. SA/NT committee for 2024:

- President: Shawna Hooton (exited Co-President: Sarah Cruz)
- Vice President: Andres Villamizar Maldonado (exited Co-Vice President: Cintia Fiore)
- Treasurer: Kathy Matthews
- Secretary: Tash Pressley
- General Committee:
 - Anneliese Elmendorp (currently on maternity leave)
 - Alessandra Francia (new committee member welcomed in September 2024)
 - Julie Ladic
 - Ben Mayne
 - Emma Norris (currently on maternity leave)
 - MaryAnn Seow

Thank you to the committee for their ongoing support in delivering PD for industry peers. We are already looking forward to next year and providing value for members.

We welcome any feedback on what you would like us to organise in terms of professional networking and development. Please contact sanity@isana.org.au with your ideas.

Shawna Hooton

VicTas President

Committee

- President, Param Artputhanathan
- Vice President, Ruby Lee
- Secretary, Peter Keel
- Treasurer, Karen Taylor
- Communications Coordinator, Charlie Soon
- Tasmania Representative, Khim Gautam

I commenced in the role in January 2024. All positions except the Tasmania representative position were vacant at that time. The first order of business was to put together a functioning committee. During this time, our previous branch President, Helen Nicholls-Stary and Danielle Hartridge were very generous with their time and provided me with invaluable advice in kickstarting the committee.

A virtual meeting was called for and all Victoria/Tasmania members were invited. National Council members Sharon Cook and Joe Hernandez were also present to support the meeting. During this meeting, the remaining committee members (as stated above) were nominated. I was thankful that Karen Taylor who had previously been on ISANA committees was happy to be on the committee as we could tap into her knowledge and previous experience. It should be noted that there are several other positions that remain vacant. Recently, there has been interest in the school sector representative position which I expect will be filled during the next scheduled committee meeting.

State Conference 2024

Given how new the committee was and the breadth of professional development opportunities on offer virtually, it was decided that a 2024 state conference will not be organised.

Professional Development

A survey was sent out to branch members requesting their input in the topics for PD sessions and mode of delivery. Most members preferred to have a mix of in person and virtual sessions.

Engagement with Study Melbourne

Since January, Study Melbourne has been communicating with us on potential PD opportunities. On the 21st of August, Study Melbourne and ISANA Vic/Tas Branch had a joint PD opportunity. This was held at the newly renovated Study Melbourne Hub in Hardware Lane in Melbourne CBD. The session was attended by many ISANA and non-ISANA members providing us with the opportunity to create more awareness of ISANA among those involved in the education industry in Melbourne. There were many who had not heard of ISANA whom we were able to reach during this session. Focused on mental health and well-being there were several presentations by industry experts and included a lunch networking session.

Following the success of this session, ISANA Vic/Tas and Study Melbourne agreed to explore possibilities for further joint events.

Tenants Victoria

In engaging with Tenants Victoria, we requested for custom material to be put together for a PD session titled, 'Rental Rights for International Student Support Workers'. This session was delivered virtually by a lawyer who provided us with detailed information on what tenants' experience and how as international student support workers we can add value to the student experience during times they have tenancy challenges. Despite the survey indicating strong demand for this topic, sign ups were rather low even after discounts were offered.

Looking ahead

The priorities for the year ahead will be to fill vacant committee positions and to continue to offer valuable PD sessions for members while strengthening our industry partnerships.

Param Artputhanathan

Office Report

The main functions of the ISANA Office are:

- providing administrative support to the ISANA Council and Branch committees.
- facilitating the signing of new members, their approval and access to ISANA resources.
- liaising closely with the ISANA Treasurer to gather and collate financial data and supporting Branch Treasurers with their accounting.
- performing routine administrative procedures including:
 - communicating via email and phone with Members and Non-members
 - organising meetings and minute taking, providing Council members with an understanding of actions to be taken
 - liaison between ISANA Council, stakeholders, and providers
 - processing invoices and banking
- maintaining the membership database, the processing of which includes:
 - data entry
 - banking
 - cross checking payments
 - ensuring memberships are current

The Office has again been heavily involved in the delivery of a comprehensive 2024 professional development (PD) calendar, as outlined in the Branch and Vice President Professional Development's reports.

The ISANA Office:

- Creates the booking portals for all National PD and most Branch PD
- Liaises with organisers about the content to be promoted
- Promotes the sessions via regular member emails, social media and the website
- Manages booking queries
- Manages content changes and attendee updates
- Creates and co-ordinates the distribution of a session's run-sheet

-
- Opens the online sessions and provides technical support when required
 - Gathers presenter's permission and in turn their presentation slides to upload to the website's Member resources and notifies Members accordingly
 - Edits recorded presentations and updates the ISANA Website with these resources, and notifies Members of their availability
 - Designs and issues post session surveys and certificates of attendance to PD attendees

The ISANA Office continues to manage hosting, enrolments and troubleshooting for the National Code Tutorial (NCT) <https://isana.org.au/national-code-tutorial/>; regularly promoting the NCT via member updates, newsletters, website, and social media posts. 2024 has seen a continued, steady interest in the NCT, with close to 200 enrolments in the last financial year.

The ISANA Office regularly updates the ISANA website with content as it comes to hand. The website has become an intuitive and Member focussed resource <https://isana.org.au/> and an integral part of the Association and its communication with Members. It is updated with historical information when time allows.

ISANA Membership types were revised by council at the May planning weekend 2024 with fees increased for the first time in five years. This was deemed necessary to ensure the sustainability of the Association and its ability to continue to deliver its services and support to ISANA valued Members.

Membership types were restructured and simplified, for the 2024/2025 Membership year, to two fee types:

1. Individual Membership (Associate or Full) \$190

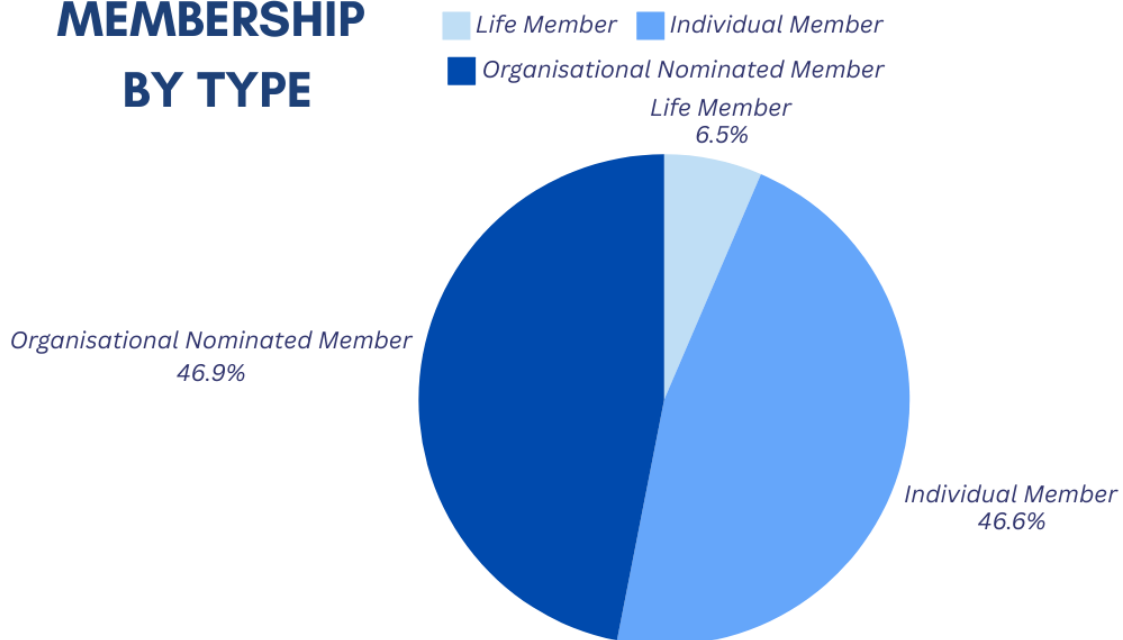
- Designed for anyone who is interested in keeping up to date with trends in student support and attending professional development activities.
- Individual Full Members have voting & office-bearing rights., Associate Members do not have these rights.
- This membership is not transferable.

2. Organisational Membership \$1000

- Includes five individuals employed in your organisation who are actively engaged in the field of international education and committed to the objectives of the Association. These five Individual Full Members will have voting and office-bearing rights.
- Also allows for unlimited additional individuals from the organisation to attend ISANA professional development at a discounted fee (not including the National Conference). These additional staff are not members and do not have voting or office-bearing rights.
- This membership is transferable, if a staff member leaves, another person can take their place. This is limited to a total of two transfers per membership year.

There are 341 Current Financial Members, including 22 Life Members, as of 27 November 2024. 37 Organisational Memberships constituting almost 50% of this figure.

2024 ISANA MEMBERSHIP BY TYPE



I would like to thank and congratulate Sharon and the ISANA Council for their support and their valuable time and contributions towards another successful year.

Phoebe Thiessen

Life Members

Graeme Baguley

Gilbert Hennequin

Heather Bigelow

Margaret Hill

Jenni Burchill

Carol Hogan (Dec. 2014)

Bryan Burke

Vivien Hope

Shanton Chang

Ross Lehman

Melanie Duncan

Sylvia Lewohl (Dec. 2024)

Paula Dunstan

Elaine McBride

Felicity Fallon (Dec. 2024)

Hedley Reberger

Diana Gabb

Gavin Sanderson

Bronwyn Gilson

Mary Ann Seow

Danielle Hartridge

Peter Spolc

Audrey Horridge (Dec. 2013)

Patrick Willix

Brit Helgeby

Liz Wright

Where we are from:

Organisational Members:

1. *Lead College Pty Ltd*
2. *La Trobe University*
3. *The University Of Adelaide*
4. *Monash University*
5. *LCI Melbourne*
6. *Collarts*
7. *RMIT University*
8. *DNA Kingston Training*
9. *UNSW Sydney*
10. *AIE Institute*
11. *Deakin University*
12. *Crown Institute Of Business And Technology*
13. *Bond University*
14. *IES - DFE - SA*
15. *University of Newcastle*
16. *Charles Sturt University - Division of Student Experience*
17. *Study Melbourne*
18. *RMIT Training Pty Ltd*
19. *Trinity College Pathways School*
20. *Griffith College*
21. *CQUniversity Australia*
22. *King's Own Institute*
23. *Skills Australia Institute*
24. *Alliance College*
25. *Eastern College Australia*
26. *ECA PHE (APIC, CHS, HELI)*
27. *Stanley college*
28. *Canterbury Institute Of Management*
29. *Chisholm Institute of TAFE*
30. *University Of Tasmania*
31. *International Education Specialist College Pty.Ltd. T/A IESC*
32. *Monash College*
33. *Sydney Polytechnic Institute*
34. *Crown Institute of Higher Education Pty Ltd*
35. *Curtin College*
36. *UTS College*
37. *Central Australian College*

Individual Members:

Acknowledge Education
Allianz Care Australia
Allianz Partners
Alpha Consultants Pty Ltd
Alpha Education Agency
ANU Students' Association
Apprenticeships Victoria
Asia Pacific International College
ASKAAN Consulting
Astra Institute Of Higher Education
AU Education And Migration Consultants P Ltd
Ausedu
Aussizz Group
Australian Catholic University
Australian Homestay Network
Australian Institute Of Business And Technical Education Pty Ltd
Ballarat Grammar
Bay Migration Solution
Bluesky Immigration And Students Consultancy Services
Boomerang International Educational Services
Canberra Institute of Technology
Canberra Institute Of Technology Student Association
CECA
Central Queensland University
Charles Darwin University
Charles Sturt University
City Of Melbourne
Connect Globe Education Group
CQUniversity
Craigslea State High School
Crown Institute of Higher Education Pty Ltd
Deakin College
Deakin University
Department of Education (DoE)
DoE International
Department of Enterprise, Innovation and Trade
Education Champions
Education Queensland International
Educonnect Australia
Excelencia Education Consultancy Pty Ltd.

Medibank
Melbourne Girls Grammar School
Melbourne Polytechnic
Mental Health Victoria
Mercedes College
MLC
Monash College
Monash University
National Institute of Technology
New Future Education
New Page International Pty Ltd
Nexted Group
NIB Group
NIT Australia
Olivet Theological Seminary

OM Consultants Pty Ltd
Penguin Education Pty Ltd
Pride International Pty. Ltd.

Proxy Education Consultants
Qld Department Of Education
Queensland University of Technology

RAC Migration And Education Services
Ready To Study
Routes Overseas Consultants (Pvt) Ltd
SAIBT
Salvation Army Geelong
SCU Ventures
Starworld Study And Visa Services
Stella Maris College
Student Accommodation Services Pty. Ltd.
StudyAdelaide
Studylink Group
Successful Graduate
Sun Pacific College
Swinburne University of Technology

Sydney Polytechnic Institute
TAFE Queensland
TAFE SA
The Gordon Institute Of Tafe
The Hotel School

Express Visa Migration Services

Familystay

Flinders University

Garcia Group Advisors

Global Experience

Godspeed Immigration & Study Abroad Pvt Ltd

Griffith University

Harward International College

Ideal Education Global

Immigration and Education Advanced Centre

Independent Schools Queensland

International Education Unit | ACT

Government Education Directorate

Ivanhoe Grammar School

J&J International Education

Kaplan Australia Pty Ltd

Kardinia International College

King's Own Institute

Latinoz Education

Leaders Institute

Link Downunder

Macquarie University

The Hotel School Australia

The Moreton Bay Colleges

Tintern Grammar

UIA

UniLodge Australia

Universal Visa

University of New South Wales

University Of Newcastle

University of South Australia

University of Wollongong College

University Senior College

UNSW Global Education

UOW College

UOW Global Enterprises

Victoria University

Victoria University Sydney

Vidhyarthi Mithram Educational Consultants Private Limited

Wesley College Melbourne

West Moreton Anglican College

Western Sydney University

Winslow College

Auditor's Report

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

Financial Statements

For the Year Ended 30 September 2024

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC

COMMITTEE OF MANAGEMENT DECLARATION

The Committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Committee, the attached financial report:

1. Presents a true and fair view of the financial position of ISANA International Education Association Inc, as at 30 September 2024 and its performance for the year then ended;
2. At the date of this statement, there are reasonable grounds to believe that ISANA International Education Association Inc will be able to pay its debts as and when they fall due.

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



President

Dated: 21 November 2024

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC
STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 SEPTEMBER 2024

	2024	2023
	\$	\$
INCOME		
ACTIVITIES		
Membership Fees	69,503	63,964
Professional Development/Branch Income	60,628	35,650
Conference Profit	-	-
Interest Income	-	-
National Consultancy	600	300
Sundry Income	-	-
TOTAL INCOME	<u>130,731</u>	<u>99,914</u>
COST OF ACTIVITIES		
Conference, Tutorial & PD Expenses	22,864	23,847
TOTAL COST OF ACTIVITIES	<u>22,864</u>	<u>23,847</u>
GROSS PROFIT - ACTIVITIES	<u>107,867</u>	<u>76,067</u>
OTHER EXPENSES		
<u>Overhead Expenses</u>		
Audit Fees	3,000	2,900
Bookkeeping	800	800
Bank & Credit Card Charges	1,914	1,831
Insurance	3,624	3,491
National Meetings	-	-
National Conference	18,075	-
Marketing & Promotion	150	491
Postage	37	60
Printing & Stationery	254	1,086
Registration Fees	-	-
Secretariat	51,480	39,017
Sponsorship	-	-
Sundry Expenses	231	-
	<u>79,565</u>	<u>49,676</u>
<u>Communication Costs</u>		
Software, Telephone, Internet & Mobiles	7,930	6,561
Web Design & Maintenance	2,552	1,700
	<u>10,482</u>	<u>8,261</u>
<u>Travel Costs</u>		
Travel & Accommodation	10,045	15,420
	<u>10,045</u>	<u>15,420</u>
TOTAL OTHER EXPENSES	<u>100,092</u>	<u>73,357</u>
SURPLUS/(DEFICIT)	<u>7,775</u>	<u>2,710</u>
Bursaries	3,409	-
NET SURPLUS/(DEFICIT) AFTER AWARDS	<u>4,366</u>	<u>2,710</u>

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC
STATEMENT OF FINANCIAL POSITION
AS AT 30 SEPTEMBER 2024

	2024	2023
	\$	\$
<u>ACCUMULATED FUNDS</u>		
Opening Balance as at 1 October	199,484	196,774
Net Surplus/(Deficit) for the Year	4,366	2,710
Closing Balance as at 30 September	<u>203,850</u>	<u>199,484</u>
 <i>Represented by:</i>		
<u>CURRENT ASSETS</u>		
Business Account	242,963	218,797
Stripe	1,356	2,128
VISA Card	(229)	(13)
Accounts Receivable	-	5,000
	<u>244,090</u>	<u>225,912</u>
TOTAL ASSETS	<u>244,090</u>	<u>225,912</u>
<u>CURRENT LIABILITIES</u>		
Accounts Payable	25,872	15,363
GST	14,368	11,065
	<u>40,240</u>	<u>26,428</u>
NET ASSETS	<u>203,850</u>	<u>199,484</u>

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 SEPTEMBER 2024

	Accumulated Surplus	Branch Funds VIC/TAS	Branch Funds QLD	Branch Funds NSW/ACT	Branch Funds SANiTy	TOTAL
	\$	\$	\$	\$	\$	\$
Balance at 1 October 2022	142,530	34,113	5,331	8,988	5,812	196,774
Comprehensive income	2,710	-	-	-	-	2,710
Transfer to Branch Funds	(2,184)	1,515	(49)	82	636	-
Balance at 30 September 2023	143,056	35,628	5,282	9,070	6,448	199,484
Comprehensive Income	4,366	-	-	-	-	4,366
Transfer to/from Branch Funds	(2,184)	(658)	-	(1,739)	359	(4,222)
Balance at 30 September 2024	145,238	34,970	5,282	7,331	6,807	203,850

The accompanying Notes form part of these Financial Statements

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 SEPTEMBER 2024

	Note	2024 \$	2023 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from revenue and services		149,304	117,032
Receipts from grant funding		-	-
Payments to suppliers and employees		<u>(126,126)</u>	<u>(123,734)</u>
Net cash provided by/(used in) operating activities	4	<u>23,178</u>	<u>(6,702)</u>
Net increase/(decrease) in cash held		23,178	(6,702)
Cash on hand at beginning of the financial year		<u>220,912</u>	<u>227,614</u>
Cash on hand at end of the financial year		<u>244,090</u>	<u>220,912</u>

The accompanying Notes form part of these Financial Statements

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 SEPTEMBER 2024

NOTE 1 – Summary of Significant Accounting Policies

The financial statements have been prepared on the basis that the association is a non-reporting entity because there are no users dependent on general purpose financial statements. These financial statements are therefore special purpose financial statements that have been prepared in order to meet the requirements of the Australian Charities and Not-for-profits Commission Act 2012. The association is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

The financial statements have been prepared in accordance with the mandatory Australian Accounting Standards applicable to entities reporting under the Australian Charities and Not-for-profits Commission Act 2012 and the significant accounting policies disclosed below, which the Committee has determined are appropriate to meet the needs of members. Such accounting policies are consistent with those of previous periods unless stated otherwise.

The financial statements, except for the cash flow information, have been prepared on an accrual basis and are based on historical costs unless otherwise stated in the notes. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless stated otherwise. The amounts presented in the financial statements have been rounded to the nearest dollar.

Income Tax

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

Note 2 Contingent Liabilities and Contingent Assets

The entity has no contingent liabilities or assets.

Note 3 Events After the Reporting Period

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the entity, the results of those operations, or the state of affairs of the entity in future financial years.

Note 4 Cash Flow Information

Reconciliation of Cashflow from Operating Activities
with Current Year Surplus

	2024	2023
	\$	\$
Profit/(Loss) for the Year	4,366	2,710
Changes in assets and liabilities		
(Increase)/decrease in receivables	5,000	6,479
Increase/(decrease) in payables	13,812	(15,891)
Increase/(decrease) in deferred income	-	-
	23,178	(6,702)

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC 2023 - 2024 COMMITTEE MEMBERS

President	Sharon Cook Apprenticeships Victoria, Melbourne, Vic
Vice President	Bronwyn Gilson Armidale, NSW
Vice President - Planning & Development	Joe Hernandez nib Group, Melbourne, Vic
Vice President - Professional Development	Annette Kalczynska Central Queensland University, Sydney, NSW
Treasurer	Amy Choo ACT Government Education Directorate, Canberra ACT
Communication Manager	Jennifer Walsh Mental Health Victoria, Melbourne, Vic
QLD Branch President	Andy Ng Queensland University of Technology, Brisbane, QLD
SA & NT Branch President	Shawna Hooton The University of Adelaide, Adelaide, SA
VIC/TAS Branch President	Param Arputhanathan Monash University, Clayton, Vic
NSW/ACT Branch President	Kashif Chauhan ASKAAN Consulting, Sydney, NSW
WA Branch President	<i>Position not filled</i>



President



Auditor

Dated: 21 November 2024

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

Opinion

We have audited the special purpose financial report of ISANA International Education Association Incorporated (the Association), which comprises the statement of financial position as at 30 September 2024, the statement of comprehensive income, statement of changes in equity, statement of cash flows, notes to the financial statements, including a summary of significant accounting policies, and the statement by the members of the Committee.

In our opinion, the accompanying financial report of ISANA International Education Association Incorporated with Division 60 of the Australian Charities and Not-for-Profits Commission Act 2012, including:

- a) giving a true and fair view of the registered entity's financial position as at 30 September 2024, and of its financial performance for the year ended on that date; and
- b) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The special purpose financial report has been prepared for the purpose of fulfilling the responsible entities' financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibility of the Committee for the Financial Report

The Committee of the Association is responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC 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 gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Committee is responsible for assessing the registered entities ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the Committee either intends to liquidate the registered entity or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the committee.

- Conclude on the appropriateness of the committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



Michael Ian Derbyshire
Director

Hobart

22 November 2024



International Education Association Inc.

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