



Dear ISANA Member,

As the year flies by it's always great to stop and appreciate the incredible work our members are doing in the international education sector.

In NSW, SA and Qld the networking and PD events are drawing new and old faces, and interesting and knowledgeable speakers. In Victoria the state branch conference last week was nothing short of fantastic. A huge congratulations to the Vic/Tas team for their hard work and to the speakers and sponsors at the event.

There are a few more events coming up - please read all about them below. Importantly, mark your branch AGMs in your calendars - dates will be shared soon.

If you want to get involved in ISANA - even just a small contribution makes all the difference to our ability to deliver useful and relevant professional development and timely sector information as well as the enormous difference it will make to your sector knowledge and networks. Everyone is welcome on our state branch committees and national council so please think about it over the coming weeks and feel free to give me a call or shoot me an email for more information.

Lastly - our first national conference in person in Sydney this December is looking to be one of our best ever. The program, social events and networking opportunities are being finalised now! This year ISANA has reintroduced the Member and Student Conference Bursaries *and* the Conference Awards; please find more information about these below.

Looking forward to seeing you in person in December!

All the best.

Sharon

Sharon Cook  
ISANA National President

[president@isana.org.au](mailto:president@isana.org.au)

## Upcoming ISANA Professional Development

Our Professional Development Calendar is regularly updated as planning proceeds, you can access it here, <https://isana.org.au/pd/>. We hope you have been able to join us at one or more of the recent events and invite you to attend, in person or online, our upcoming sessions.

### Understanding the ESOS Legislative Framework

- **Date:** Thursday 9 November 2023
- **Time:** 2pm – 4pm
- **Host:** ISANA Vic Tas
- **Presenter:** Danielle Hartridge
- **Venue:** Seminar Room UG21, UTAS Podium Building, 40 Melville St, Hobart, TAS
- **Cost** (includes afternoon tea): ISANA Members free of charge | Non Members \$40 (incl GST)
- **Registration:** [PD - VIC TAS 9 November](#)

Thank you to our sponsors:



## ISANA 33rd National Conference

This year's theme is, *Community, Connection: Advancing International Education Services*. Early bird registration is available now.

- **Dates:** 6 – 8 December
- **Venue:** Rydges World Square, Sydney
- **More information and registration:** <https://isanaconference.com/>

### Conference Bursaries – Applications Open

**The Member Conference Bursary** is coordinated by the National Council and we encourage all Current Individual Members to apply. This year the Member Conference Bursary includes a full conference registration valued at \$925 AUD. There will be five Member Conference Bursaries available. To receive the full bursary, the recipient must attend the full conference and participation is required over the full academic and social programs.

**The Student Conference Bursary** is available to international students from all over Australia. Applicants for the Student Conference Bursary are to be **nominated by an ISANA member**. This year the Student Conference Bursary includes a full conference registration valued at \$750 AUD. There will be three Student Conference Bursaries

available. To receive the full bursary, the recipient must attend the full conference and participation is required over the full academic and social programs.

Selection criteria can be found on the ISANA Website:  
<https://isana.org.au/conference/conference-bursaries/>

**Applications due by 30 October 2023.**

## Conference Awards – Nominations Open

The ISANA awards were introduced in 2006, and recognise the important work the association does to support international students and the staff who work with them.

1. ISANA Council award for an outstanding individual contribution to ISANA
  - o This award is nominated by the ISANA Council
2. ISANA Members' award for an outstanding individual
  - o This award is nominated by an ISANA Member
3. International students' nomination for an outstanding support program
  - o This award is nominated by students through their organisations

Nomination forms can be found on the ISANA Website:  
<https://isana.org.au/conference/conference-awards/>

**Applications due by 30 October 2023.**

## Branch Updates

**ACTiveNSW – [activesw@isana.org.au](mailto:activesw@isana.org.au)**

### Industry Check-in session – July 2023

On July 2023 On12 July we gathered with Daniel Yuen from NEAS and Sean Stimson from Redfern Legal Centre to hear about and discuss issues around international student accommodation.

Daniel spoke to the group about the development of a quality endorsement project for homestay providers, and Sean shared insights on the accommodation rental crisis and its impact on international students.

Reference: Redfern Legal Centre, services for international students [International Student Legal Service NSW | Redfern Legal Centre \(rlc.org.au\)](https://www.rlc.org.au)

### PD session – August 2023

We were fortunate to have Dr Elsa Licumba, University of Newcastle, deliver an informative and thought-provoking professional development session on August 10.

In front of a vibrant group of in-person and online participants, Elsa provided a detailed discussion on specific challenges faced by students of CALD background, programs and research into their wellbeing and community connectedness as they settled in Australia. There were lively discussions among online and on-site participants about challenges they see, and how they can be addressed.

We thank Elsa for facilitating the conversation, and to all our participants for your lively engagement!

## Save the date!

Please add to your diary the ACTiveNSW Branch AGM, which is tentatively scheduled for Thursday 23 November. Details to follow soon.

## Queensland - [qld@isana.org.au](mailto:qld@isana.org.au)



Hi! I'm Andy Lee, the ISANA Queensland Branch President. Please contact me if you are interested in joining the ISANA Qld committee, have some ideas for professional development or just want a chat! Cheers.

## SANiTy- [sanity@isana.org.au](mailto:sanity@isana.org.au)

The SANiTy branch recently hosted an interactive and engaging workshop by Professor Shanton Chang on the impact of culture on communications and interactions with international students.

Participants from universities, schools, the VET sector and government also explored ways to improve online information engagement strategies.

The session was also an excellent opportunity for networking and sharing of information to improve engagement with international students.

## Vic/Tas - [victas@isana.org.au](mailto:victas@isana.org.au)

### Our next PD

We look forward to seeing our Tassie Members and their colleagues (and anyone else who may be in the state on the day?!) at our upcoming session, **Understanding the ESOS Legislative Framework**, presented by Danielle Hartridge, in Hobart on Thursday 9 November. Further information and to register: <https://isana.org.au/pd/2023-9-november-vic-tas/>

### ISANA Vic/Tas State Conference 2023

We had an amazing day on Friday 8 September, at the ISANA Vic/Tas State Conference held at Deakin Downtown. This was our first face to face State Conference since 2018.

With over 12 educational providers and 14 different stakeholders attending there were a lot of knowledgeable and experienced practitioners that were willing to connect and share best practice with those new to the sector.

We had an excellent program with engaging speakers and delegates that inspired us how we can think differently and be better in our practice to improve the experience of our international students. A highlight of the day were the international student panellists and leaders that were able to share their experiences and also provide their thoughts and insights into the international students experience.

Special thanks to our two major sponsors BUPA and Deakin University. BUPA was our

catering sponsor and we enjoy fabulous food through the day and into the evening with our final celebration at the end of the day, to acknowledge the Australia Day honours for Gary Lee OAM. Deakin was our venue sponsor, and we are very fortunate to be able to utilise the wonderful space at Deakin Downtown and staff ensured we had a seamless day. You may not know that Deakin was in fact the very first sponsor for the ISANA State Conference in 1997. We greatly appreciate the ongoing support with have with both sponsors as we work together to advance international education.

The ISANA Vic/Tas Conference would not have been possible without the amazing support from the team behind the scenes. I would like to thank the ISANA Vic/Tas Conference Group and the ISANA Vic/Tas Committee. All of whom are volunteers and have such a strong commitment to supporting international students, they are an inspiration to work with.

- Del Gavin-Cox, Vic/Tas Branch Vice President
- BUPA Danielle Hartridge, Vic/Tas Branch Treasurer, Deakin University
- Aleisha Cox – Vic/Tas Branch Secretariat, Melbourne University
- Nick Ko – Vic/Tas Branch Communications
- Gary Lee – Vic/Tas Branch Professional Development, City of Melbourne
- Coby Liew – Vic/Tas Branch Professional Development, Live Your Story Counselling & Psychotherapy
- Zita Tattersall – Vic/Tas Branch Regional representative, Deakin University Warnnambool
- Suzanne Fernandes – Vic/Tas Branch Schools representative Aquinas College
- Khim Guatan – Vic/Tas Branch TAS/VET representative, Central Australian College
- Paula Durance – Vic/Tas Branch State Conference Support

I would also like to acknowledge the support from Melanie Duncan who, in addition to her role as ISANA National Co Vice President Professional Development, has supported the Vic/Tas Committee with the State Conference. For everyone that attended, we want to thank you for your involvement on the day and let you know we will be emailing all attendees with the presentations made available from the day.



## ISANA Resources

### The National Code Tutorial (NCT)

The NCT is an online training course designed to teach the Education Services for Overseas Students (ESOS) Act 2000 (ESOS Act) and National Code of Practice for Providers of Education and Training to Overseas Students (National Code 2018) to professionals in the international education sector. It is intended for ongoing use to all registered participants.

To enrol please visit the ISANA website, <https://isana.org.au/national-code-tutorial/>

The ESOS Act establishes legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa. ESOS also provides tuition fee protection for international students. Australia provides rigorous protection for international students through the Education Services for Overseas Students Act 2000 (ESOS Act) and related legislation, which protects and enhances Australia's reputation for quality education, provides tuition protection and supports the integrity of the student visa program.

The National Code is a legislative instrument made under the Education Services for Overseas Students Act 2000 and sets nationally consistent standards to support providers to deliver quality education and training to overseas students. Education institutions must comply with the National Code to maintain their registration to provide education services to international students. The Australian Government released the revised National Code of Practice for Providers of Education and Training to Overseas Students 2018 which commenced on 1 January 2018. The National Code 2018 supports the National Strategy for International Education 2025 to advance Australia as a global leader in education, training and research. Education providers must comply with the National Code to maintain their registration to provide education services to overseas students.

## Contact Points

Enabling international students during critical incidents. This website contains some important information for international students in Australia:

<https://www.contactpoints.org/>

The information here will help students navigate how and where to get help in unforeseen emergencies. Some of this information is not well known amongst international students. We encourage you to browse through the website and share the messages on your social media platforms with as many students as possible. The messages here have been co-designed by emergency, health services and international students to benefit all students.

## Lived Experience Toolkit (LET) | Mental Health Support for International Students



The Lived Experience Toolkit was developed in partnership with Story is Connection and funding from a Study NSW partner program. It aims to develop and proliferate resources for the improvement of the mental health of NSW international students.

LET Your Story Talk is a toolkit centred around the stories of nine international students, represented in short film. It intends to promote discussion of common challenges and destigmatise asking for help, to the end of de-stigmatising mental health challenges among new students.

Visit the website: <https://www.letyourstorytalk.com/>

## Study Australia International Student Sentiment Survey

The annual [Study Australia International Student Sentiment Survey](#) is now open. This is the sixth survey in a series which started in July 2020.

The survey is open to all current international students across Australia and is being conducted independently by QS, on behalf of the Australian Government in partnership with state and territory study agencies.

Students who take the 10-minute survey to share their experiences will go into the chance to win a AU\$100 e-gift card!

They can have their say about:

- International student experience
- International student support services
- Australia's global education reputation
- Concerns for international students
- Australia as a study destination

## ISANA Membership Renewal

Membership renewals have been automatically issued and are now due. We allow twelve weeks, from the date of issue, for payment to be received.

For more information about ISANA Membership please see the Member Statement on the website, <https://isana.org.au/home/member-statement/> or to JOIN, <https://isana.org.au/join/>

**Your Membership Status** is as follows:

<b>Membership Profile - Membership Status</b>	Current Member
<b>Membership Type</b>	2023/2024 Membership - Student to June 30 2024
<b>Amount Required</b>	0.00
<b>Amount Outstanding</b>	0.00
<b>Payment Status</b>	Canceled

**If you have an outstanding amount above, please pay securely online here:** [Membership - Renew Online - 2023/24](#)

## ISANA Website

We are pleased to offer our Members exclusive access to selected resources.

Resources that are currently available to ISANA Members include:

- Professional Development slides
- Professional Development recordings
- Newsletters

To access these resources, please login here: <https://isana.org.au/login/>

If you are not an ISANA Member and would like to join, please click this link: <https://isana.org.au/join/>



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