



Dear ,

Welcome to May's edition of the ISANA newsletter.

As our sector continues to evolve, so too does ISANA. This edition highlights the important work currently underway to strengthen our association, alongside key sector updates and professional development opportunities designed to support you in your practice.

Over recent months, ISANA has been engaged in a process of reflection and renewal, with a clear focus on becoming a more contemporary, responsive, and impactful association. Alongside these changes, we are also expanding our capacity and are currently recruiting for two key positions to support our next phase of growth and delivery. We encourage members who are passionate about the sector and our mission to consider getting involved.

From strategic renewal and conference updates to insights from the Education Visa Consultative Committee, we aim to keep you informed, connected, and equipped to navigate the changing international education landscape. We also reflect on the depth and breadth of ISANA's professional development offerings and share recent highlights from 2026.

Thank you for your ongoing engagement and contribution to our community.

Word From the President

Over recent months, the ISANA Council has been engaged in an important process of reflection and renewal. At our annual strategic planning weekend, we confirmed a shared direction: to reshape ISANA into a more contemporary, responsive, and impactful association for both our members and the broader international education sector.

This is not change for its own sake. It is a deliberate step toward strengthening how we support you, through improved professional offerings, clearer engagement pathways, and a more agile approach to the evolving needs of our sector. While this work is still underway, I am confident that once these changes are implemented, ISANA will emerge stronger, more connected, and better positioned to lead.

I would like to take this opportunity to sincerely thank all Council members. Their commitment, energy, and countless hours of work behind the scenes are what make this transformation possible. The progress we are seeing is a direct result of their dedication to building a better ISANA for all.

One of the early decisions in this renewal process was to change the timing of our annual conference. Less than a year ago, Council recognised that the traditional end-of-year schedule created barriers for many members. By moving the conference to a more accessible time of year, we aim to increase participation and remove a long-standing bottleneck for engagement.

Alongside this shift in timing, we have also reimagined the conference itself, developing a more contemporary framework that reflects current sector priorities and professional practice. We are pleased to announce that the 2026 ISANA Conference will be held on 8–9 September in Melbourne. We are excited about what this new format will offer and look forward to sharing further details with you very soon.

Finally, as part of our evolution, we are also expanding our capacity. ISANA is currently recruiting for key roles that will support our next phase of growth and delivery. Please see the positions descriptions on the website ([link](#))

We encourage members who are passionate about the sector and our mission to consider getting involved.

This is a pivotal moment for ISANA. With change comes opportunity, and together, we are shaping an association that reflects the professionalism, expertise, and forward thinking of its members. Thank you for being part of this journey.

We're Growing Our Secretariat Team – Join Us or Share the Opportunity

ISANA is entering an exciting new phase as we strengthen our national presence and transition to a refreshed operating model, including the establishment of a centralised Secretariat. As part of this evolution, we are delighted to announce two new part-time contractor opportunities to join our team.

Secretariat Administrator (Part-Time Contractor)

We are seeking a highly organised and detail-oriented Secretariat Administrator to support the day-to-day coordination of member services, governance processes, and organisational operations.

This role is ideal for someone who enjoys working behind the scenes and thrives in a dynamic, developing environment. You will play a key role in supporting membership administration, Council coordination, events, and system management during this period of transition.

Key details:

- 10 hours per week
- \$41.33 per hour
- Contractor arrangement (ABN required)
- Remote/hybrid (Australia-based)

Operations & Programs Lead (PMO)

We are also recruiting an Operations & Programs Lead (PMO) to help coordinate and deliver ISANA’s programs, partnerships, digital systems, and annual conference.

This position suits someone who enjoys building structure, working collaboratively across stakeholders, and delivering high-quality outcomes in a fast-evolving environment.

Key details:

- 6 hours per week
- \$55 per hour
- Contractor arrangement (ABN required)
- Flexible remote/hybrid work

Be Part of What’s Next

Both roles offer a unique opportunity to contribute to a nationally significant organisation during a period of transformation and growth. We welcome applications from individuals

with experience in administration, operations, program management, and the not-for-profit or membership-based sector.

👉 **Know someone who would be a great fit?** Please share these opportunities within your networks.

✉️ **For position descriptions and to apply** please visit the ISANA website: <https://isana.org.au/recruitment/>

Education Visa Consultative Committee April 2026

For the benefit of ISANA members, the following piece summarises the April meeting of the EVCC.

ISANA is a standing member of this committee convened by the Dept of Home Affairs and attended by the Dept of Education (international) and the key industry bodies.

There has been a great deal of concern from the sector around visa approval/rejection rates over the past 6 months and in particular the past 3 months. The DHA was questioned as to whether changes in assessment criteria had been implemented, or other market factors were of influence.

The Committee was assured that the assessment criteria had not changed as per what is described in Ministerial Directive 106. However, The DHA were 'looking under more rocks' and were profiling what was likely to be a successful student or not. This profiling is based on actual student experiences during a students first 6-12 months of enrolment.

Essentially, The DHA is attempting to reduce tenon-engagement rate and poor progression rate of students where influencing factors are of a financial nature. This approach is not a targeted one however it has shown the vulnerability of certain markets and sub-markets.

The DHA is seeking to provide more detailed education and training for providers and agents around the new requirements relating to onshore transfers and agent commissions transparency.

The DHA is looking to provide generic case studies to the sector to assist in understanding what and how they see risk with respect to recruitment.

As of the end of March 2026 approval rates were as follows: Higher Education - 83.5%. VET - 46%, ELICOS 85%.

Should Members seek further advice or information please contact the ISANA VP Planning & Development, via email, vpplanning_development@isana.org.au

ISANA Previous Professional Development – Snapshot

ISANA has delivered a comprehensive and evolving professional development program, offering year-round online and in-person sessions, conferences, and masterclasses designed to support professionals working with international students.

Key themes across recent years (2024–2025) include:

- **Student support & wellbeing:** Sessions focused on sustainable support practices, mental health, critical incident management, and enhancing student and staff wellbeing.
- **Compliance & policy (ESOS/National Code):** Regular workshops on ESOS legislation, PRISMS reporting, and regulatory frameworks to strengthen compliance knowledge.
- **Advising & professional practice:** Foundational and advanced training in student advising, orientation, and best-practice service delivery.
- **Emerging trends & innovation:** Exploration of AI in international education, digital security, and evolving student journeys.
- **Equity, safety & inclusion:** Topics such as safeguarding, cultural competency, communication in multicultural contexts, and addressing issues like gender-based violence.
- **Sector insights & collaboration:** Industry check-ins, conferences, and masterclasses (including joint initiatives with IEAA) supporting knowledge-sharing and networking.

ISANA's PD program demonstrates a strong commitment to practical skills, regulatory knowledge, and emerging sector challenges, supporting members to deliver high-quality services and adapt to a rapidly changing international education landscape.

Recent Professional Development Highlights (2026)

February 2026 – *Responding to and eliminating gender-based violence in higher education*

This session explored the Universities Accord (National Higher Education Code to Prevent and Respond to Gender-based Violence) Act 2025 (Cth), which underpins new obligations for the higher education sector, including the Department of Education Secretary's compliance and enforcement powers. With the National Higher Education Code to Prevent and Respond to Gender-based Violence mandatory from 1 January 2026, the session

unpacked the seven standards of the Code and their practical application. Participants gained insights into implementing requirements across student services, governance, and administration to support compliance and safer campus environments.

April 2026 – ESOS 2026 Integrity Reforms: Provider Responsibilities & Compliance Readiness

This session examined upcoming changes to the Education Services for Overseas Students Act 2000 (Cth) and associated integrity reforms shaping provider obligations. It highlighted key measures including enhanced transparency requirements, restrictions on onshore transfer commissions, and strengthened risk and compliance controls.

With reforms expected to significantly impact provider operations, the session unpacked practical implementation considerations across systems, policies, and governance. Participants gained insights into preparing for increased regulatory scrutiny and embedding compliance-ready practices to support institutional integrity and student protections.

👉 Please feel free to access and use recordings available in the Members section of the ISANA website

Stay Connected

We encourage you to stay engaged with ISANA and take advantage of the many opportunities available to you as a member. Whether through professional development, sector updates, or involvement in our growing initiatives, your participation helps shape the future of our association.

If you have feedback, ideas, or would like to get more involved, we would love to hear from you.

Thank you for your continued commitment to supporting international students and strengthening our sector.

Warm regards,
Annette Kalczynska
President, ISANA International Education Association

Your ISANA membership status:

Tee Shirt Size	Small
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Resilient Futures: Leading Through Transformation

Save the Date – Join Us at The Metropolis Melbourne

35th ISANA Conference 8 – 9 September 2026

Be part of Australia's leading international education conference.