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# 1. Welcome Address

## 1.1. *Song Yee Ng. – Acting National Convenor*

It gives me pleasure to welcome you to the 21<sup>th</sup> NLC National Education Conference in Western Australia. This year is a special occasion for our organization we are turning 21 this year. Turning 21 means a lot for us, it commemorates the work of my predecessor in ensuring the quality of education of international students all this years and also in upholding the welfare of international students in Australia. On the other hand, it also means a different twist towards international student representation due to the effects of VSU setting in effectively as we speak. How can international student representation survive this challenge?

This year the theme for the conference is Student Representation, Student Support: Towards Better Welfare. For us, this theme was aimed at looking at how all key stakeholders in the equation can work together towards better welfare for international students. It is very important for us to brain storm on this as there is so much adversity that needs to be addressed to ensure better welfare for international students.

As a commerce student, I learned a lot about strategic alliances that results in collaborative advantages and I believe these concepts can be well applied in this occasion. It is said by the famous Rosabeth Moss Kanter that strategic alliances between businesses involved a lot of understanding from both parties to the alliances, not only from the executive level but also from the employee level to make it a successful alliances. I personally believe that the same can apply in this situation. International student representatives need to engage in better understanding with international students support providers to enable better collaborative effort for the benefit of international students. Not only that those understandings need to be from the executive level but it also must make sure that the grass root level of the organizations understand the aim of the collaborations for it to be successful. Staffs from any level in the state government, university administration, peak representative bodies should all have a better understanding of the international student organization in their states or in their university vice versa, so that with better understanding, this collaboration would be successful. Active dialogues are among ways to achieve this purpose.

With this National Education Conference, we are hoping that speakers presenting paper on various issues on international student welfare would help stimulate thoughts and ideas on how to better enhanced the collaborative efforts between key stakeholders for better welfare for international students. It is important to note that there would be a session on the power of ideas something that I hope would help create a different perspective on this theme.

I hope that you would have an enjoyable time in this National Education Conference with new ideas being brought back to your constituents for the betterment of international students.

Serving International Students,

Song Yee Ng

Acting NLC National Convenor 05/06

## ***1.2. Gaurang Khanna – National Campaigns Coordinator***

I would like to welcome you to the 21st NLC National Education conference, the longest running international education conference in Australia. For 21 years, NLC has been pursuing industry stakeholders to improve student welfare, sometimes walking alongside and sometimes challenging the government, universities and other stakeholders in the International Education Sector.

This year has been a significant importance to the International Education Sector with a number of changes that the industry has seen. While modifications to the National Code, ESOS Act, OSHC Deed and DIMA's Client Service Charter promise to provide better support to students, key support services offered by student representative organizations are facing extinction, downturn in student numbers is forcing resource crunches and racism, wrongful detention, visa cancellation and exploitation further threaten student welfare. It reinforces the importance of student welfare in the ongoing effort to improve the quality and integrity of Australian education. It also reminds the industry that while it strives to increase revenue, it should not be at the cost of the welfare of the International Students.

Some of the issues which will be covered during the conference is reflected in the theme for the conference “Student Support, Student Representation: Towards Better welfare.” This year NLC hopes to initiate a discussion around how different stakeholders in the industry perceive student welfare, which will be impacted by the changes happening all around us. NLC also hopes to identify concerns and threats to the welfare of the student, and discuss strategies that can help maintain the student welfare as a priority in this changing domain. NLC is cognizant of the fact that various stakeholders in the industry constantly strive towards student welfare, however despite all that is being done, several students still do not receive the level and quality of care they deserve. With ever increasing international student numbers, the welfare consideration needs to be at par with the economic ones.

I hope you find 21<sup>st</sup> NLC National Education conference as an interesting and thought-provoking conference, which may enable us to address some lingering issues plaguing International students.

Yours Sincerely,

Gaurang Khanna

Western Australia

## 2. National Education Conference Program

### 2.1. Monday 3<sup>rd</sup> July - Curtin University of Technology, Elizabeth Jolley LT

#### *Day 1* Student Representation, Student Support : Towards Better Welfare

8:30 Registration for National Education Conference

9:00 NLC Welcome

9:05 Traditional Indigenous Welcome

9:15 Perth Education City

9:30 Opening Address **Prof Jeanette Hackett**  
**Vice Chancellor**  
**Curtin University of Technology**

Session - 1 **The Idea of Power and the Power of Ideas:  
Terrorism, Global Events, and Spin Doctors**  
**Marwan Al-Zarouni**

10:30 **MORNING TEA** Sponsored by Curtin University of Technology

10:45 Forum - 1 **ESOS ACT & National Code**  
**DEST Jessica Hall**  
**AVCC John Wood**  
**NLC Response**

11:30 Concurrent Session  
Session - 2 **Exploitation of International Students**  
**Liz Thompson and Dan Thomas**

Session - 3 **Australian Tax Office**  
**Irene Hajduk**  
**Christine Winkler**

12:30 **LUNCH** Sponsored by Perth Education City

- 10:45 Forum - 1 **ESOS ACT & National Code**  
**DEST Jessica Hall**  
**AVCC John Wood**  
**NLC Response**
- 11:30 Concurrent Session  
 Session - 2 **Exploitation of International Students**  
**Liz Thompson and Dan Thomas**
- Session - 3 **Australian Tax Office**  
**Irene Hajduk**  
**Christine Winkler**

**12:30 LUNCH Sponsored by Perth Education City**

- 13:30 Concurrent Session  
 Session - 4 **Racism - Dr Casta Tungaraza**  
 Session - 5 **International Students in detention centre**
- 14:15 Demo/ Presentation - Australian Quarantine and Inspection Service
- 14:40 Session - 6 **DIMA Student Visa Compliance**  
**Changes to Client Service Charter**

**2.2. Tuesday 4th July - Edith Cowan University, Mt Lawley Campus Bld 3.201 LT****Day 2 Student Representation, Student Support : Towards Better Welfare**

9:30 Registration

10:00 Keynote Speaker: **Professor Kerry Cox**  
Vice Chancellor  
Edith Cowan University10:30 Keynote Speaker: **Annalise Tindal**  
ISANA**11:00 MORNING TEA**11:15 Session - 7 **International Student Ombudsmen**  
Aristotle Paipetis12:00 **Travel to Annalakshimi on the Swan for Press Lunch****12:30 PRESS LUNCH (Annalakshimi) Exploitation in Accommodation and Employment**

CAPA	Ateev Dang
CISWA	Alex Main
ISANA	Annalise Tindal
NLC	Song Yee

14:15 Concurrent Sessions

Session - 8 **Discrimination of International Students by State Governments**  
Aristotle PaipetisSession - 9 **Views on Permanent Residency**  
Steven O'Neil  
Migration Institute of Australia15:00 Peak Forum **Student Representation, Student Support : Towards Better Welfare**  
ACIVC Alan Williams  
ACPET Helen McNeill  
AVCC John Wood

15:00	Peak Forum	<b><u>Student Representation, Student Support : Towards Better Welfare</u></b>
		<b>ACIVC Alan Williams</b>
		<b>ACPET Helen McNeill</b>
		<b>AVCC John Wood</b>
		<b>CAPA Ateev Dang</b>
		<b>CISWA Alex Main</b>
		<b>DIMA David Drummond</b>
		<b>EA Sue Blundell</b>
		<b>IDP Steve Gunn</b>
		<b>ISANA Annalise Tindal</b>
		<b>NLC Song Yee</b>
		<b>NUS Rose Jackson</b>

17:00 Closing Address and Finish



### **3. Speaker Abstract & Biographies**

#### ***3.1. Opening address and Keynote Speaker - Prof Jeanette Hacket***

**Vice Chancellor  
Curtin University of Technology**

Professor Jeanette Hacket is Vice-Chancellor at Curtin University of Technology. Prior to this appointment she served as Deputy Vice-Chancellor and Pro-Vice Chancellor International at Curtin. Professor Hacket has extensive experience in educational strategic management and holds a PhD in strategic management. She has had responsibility for development of internationalisation of University activities including internationalisation of curriculum and pedagogy, international development initiatives and international student exchange.

As PVC International and Dean International she was involved in the development of the multicultural campus at Curtin with international students comprising nearly 25% of Curtin's total student enrolment. She has led development and implementation of international quality assurance policy and processes for offshore delivery. These quality assurance processes underpin Curtin's capacity to deliver its programs across the region- Australia's third largest international student enrolment- nearly 7,000 international students on campus and 7,000 students off campus

Professor Hacket has extensive experience in the strategic development and management of Curtin's international partnerships. She has undertaken research and developed policy in strategic management of higher education partnerships and alliances.

Professor Hacket is a legal practitioner, holds Bachelors and Masters degrees in Law and has an interest in health law and commercial law. She worked as a legal practitioner and later as a legal academic from 1980 until 1991. Professor Hacket has served as a non-executive director on a range of boards in the education and health sectors. She is a board member of IDP Education Australia Ltd, IELTS Australia Pty Ltd, Open Universities of Australia Pty Ltd and the Australian Qualifications Framework Advisory Board. She is a Member of the Australian Institute of Company Directors, a Fellow of the Australian Institute of Management and a Member of the Law Society of Western Australia.

### ***3.2 Session 1 – The Idea of Power and the Power of Ideas: Terrorism, Global Events, and Spin Doctors***

**Mr. Marwan Al-Zarouni**

**Edith Cowan University**

#### **Abstract:**

In the age of the Internet and global terrorism, the meeting of people from different cultures and the meeting of their ideas holds great value. It breaks cultural boundaries and enables not agreement but rather understanding of others point of view. This NLC lecture will discuss the current state of the world and the value of information in it. The aim of the lecture is to enable international students to gain perspective on the news and global events that they might have not had before. Better understanding of global events will better equip international students and future leaders of corporations and nations in attacking the challenges that they might face in the information age.

#### **Biography:**

Mr. Marwan Al-Zarouni CISSP is currently pursuing a Doctor of Information Technology award at Edith Cowan University. Mr. Al-Zarouni has extensive experience in the area of information security. He has written a number of academic papers and presented them in such conferences as the Australian Information Warfare & Security Conference, the Australian Computer, Network & Information Forensics Conference and the Australian Information Security Management Conference. He holds a Masters Degree in Information Security and Intelligence from Edith Cowan University and a Bachelor of Science in Aviation Computer Science from the prestigious Embry-Riddle Aeronautical University in Daytona Beach, Florida. He also holds the highly regarded professional certification of Certified Information Systems Security Professional (CISSP). Mr. Al-Zarouni held a number of positions in non-profit information technology and security organizations including the Founding Board Member and the Web Development Team Leader at Emirates Internet Association (EIA). He is currently the post graduate representative for SCISSA at ECU. Mr. Al-Zarouni was also the keynote speaker at an E-commerce Opportunities Conference held in Sharjah, United Arab Emirates. Academically, Mr. A-Zarouni has developed and taught a Web Technologies class at the Higher Colleges of Technology in Dubai and tutored a Computer Security class at Edith-Cowan University.

### **3.3. *Forum 1 – ESOS ACT & National Code***

**Jessica Hall**  
**Department of Education, Science and Training**

**John Wood**  
**Australian Vice-Chancellors' Committee**

#### **NLC Response**

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**Jessica Hall**  
**Department of Education, Science and Training**

Jessica Hall is the Acting Manager of International Quality Branch in the Department of Education, Science and Training (DEST). She has worked in DEST since 2000 in the areas of vocational and technical education (VTE); science policy and international education. Her current role requires her to manage the various aspects of the ESOS Act and National Code, including policy advice and interpretation issues, educating providers on their obligations under the Act, the ESOS Assurance Fund and PRISMS. In 2005, she completed a three month work exchange at the Japanese Ministry of Education, Culture, Sports, Science and Technology. She has a Bachelor of Arts (Hons), Master of Arts (Asian Studies) and Masters of International Law.

**Professor John C Wood**  
**Australian Vice-Chancellors' Committee**

Professor John Wood is Deputy Vice-Chancellor (Students and Teaching) and has University wide responsibility for Student Recruitment, Teaching & Learning, Scholarships, Student Support, Liaison with Student Associations, Student Surveys, Student Services Centre and Learning and Development Services. Prior to his appointment at ECU, Professor Wood was the Foundation Dean of the College of Business at the University of Notre Dame, Perth, Western Australia where he was also the Deputy Vice-Chancellor (Academic).

Professor Wood graduated with first class honours in Economics from the University of Western Australia and won an Australia-wide scholarship to Oxford University, where he completed a Doctorate in Economics. He has taught at universities throughout the world, including Brunel, New England, Western Australia, Curtin University of Technology, various Oxford Colleges, the American International University of Europe and in Stanford's British programme.

Professor Wood has worked in executive management teams and held a number of executive leadership positions. He has a detailed knowledge of all tiers of government throughout Australia and he has occupied senior administrative positions in Canberra in the Office of the Prime Minister as a Speechwriter, and in the Department of Prime Minister and Cabinet. Professor Wood also has extensive experience at the State Government level, having been appointed to senior positions in the Departments of Premier and Cabinet, Transport, Employment and Training, State Development and Commerce and Trade. He has served Ministers from all major political parties.

Professor Wood also held senior private sector positions, including a period as Chief Economist and Strategist with Ernst & Young. He has acted as a consultant for the World Bank, to various Governments and to small and large private organisations. He also served as WA Chairperson of the Committee for Economic Development of Australia (CEDA). Professor Wood presently chairs Perth Education City and is on the HBF Board, Australia's fourth largest health insurer.

Professor Wood has an international reputation as a author. He has authored two books and has edited 110 volumes in the Croom Helm/Routledge Series on great economists. He is also the joint editor of a new series on Critical Evaluations of Management Thinkers and the first 14 volumes have been published. He was awarded a Doctorate in Management Sciences from the Thai Crown Prince for his contribution in global economic writing. He has also been made a life member of the Oxford Business Alumni.

### ***3.4. Concurrent Session 2 – Exploitation of International Students***

**Liz Thompson**  
**Student Rights Officer at the RMIT Student Union**

**Dan Thomas**  
**President of the RMIT Student Union**

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#### **Abstract:**

Liz and Dan will be speaking at the session on exploitation of international students. Liz and Dan will be presenting the findings of some of RMIT's own reports into the treatment of its international students, particular in its most popular feeder programs offshore. They will be raising questions about the recruitment and treatment of students from RMIT's most lucrative feeder programs in China and what the treatment of these students says about broader human rights and ethical issues surrounding the export of education in Australia. Dan and Liz want to explore some of the problems of organising international students around disability and academic issues and work with conference attendees on strategies for improving communication and organisation around these issues.

#### **Biographies:**

**Liz Thompson**  
**Student Rights Officer at the RMIT Student Union**

Liz Thompson has been a Student Rights Officer at the RMIT Student Union since 2004, and before that was a National Education Officer with the National Union of Students, and an education officer at Monash Student Association, Clayton campus. Liz has worked for a number of years on issues to do with international students and refugees in detention through the National Anti-Deportation Alliance. Liz has a particular interest in the academic and disability rights of international students as this is a focus of her work at the RMIT Student Union. Liz is a member of the RMIT NTEU branch committee.

**Dan Thomas**  
**President of the RMIT Student Union**

Dan Thomas is an International Studies student and current President of the RMIT Student Union. Dan is a local student, but as President of the RMIT Student Union, has ensured that a large part of the campaign focus of the organisation has been on issues affecting international students, like invoicing problems and the disability rights of international students.

### 3.5. *Concurrent Session 3 – Australian Tax Office*

**Christine Winkler**  
**Australian Taxation Office**  
 &  
**Irene Hajduk**  
**Australian Taxation Office**

**Abstract:**

1. How to obtain a Tax File Number – Australian Taxation Office presentation

Presenter: Christine Winkler

- Are you entitled to a TFN
- How to apply for a TFN
- Who needs a TFN – work, Centrelink benefits, superannuation contributions
- Do I keep my TFN when I leave the country
- How to get more information about my TFN including updating personal information and lodgement of returns

2. Australian Taxation Office - Identity Crime Awareness

“Don’t become a victim”

Presenter: Irene Hajduk

**Background**

Identity Crime is used broadly to describe the mischief associated with the use of identities. There are two major categories of identity crime – identity creation and identity takeover or theft. Both of these categories are used for the purpose of deception and fraud. The overall objectives of this communication strategy are to create an understanding of the risks posed by identity crime to the Australian Tax Office and what this means to the individual taxpayer, in this case international students. It is also important to help taxpayers understand their responsibilities under the Tax system and how they can protect their own identities and avoid becoming a victim of identity related tax fraud.

**Impact of Identity Crime on the Individual**

Financial

- Loss of control over banking and other financial interactions

Reputation

- The risk to a persons reputation when their identity is illegally used to commit crimes
- Increased attention on families and communities impacted by identity crime activity

Sanctions

- Penalties and other sanctions imposed on individuals involved in selling of Tax File Numbers and associated criminal activity
- Repercussions around ongoing visa entitlement for non residents and potential risk to future re-entry provisions

**How you could become a victim and what you should do to protect your identity**

- You are responsible for your own Tax File Number and identity information
- Don't provide your payment summary or other personal information to persons unknown to you
- Use registered and reputable tax practitioners to file your tax return before you leave Australia

*Protect your TFN, protect your identity*

*The TFN is your lifetime link to your identity in Australia –*

*Don't risk allowing it to get into the wrong hands!*

**Biographies:****Irene Hajduk**

A/g Director Identity Crime Research Unit,  
Serious Non Compliance,  
Australian Taxation Office.

**Background**

Member of the Australian Institute of Professional Intelligence Officers  
Joined the Tax Office in 1999 as a Senior Fraud Intelligence Officer  
Instrumental in the establishment of the Fraud Intelligence area in the Tax Office  
Instrumental in the establishment of Identity Crime Research Unit in the Tax Office  
Been active in promoting identity crime awareness within the Tax Office  
Tax Office representative on Intergovernmental National Identity Security Strategy

**Career highlights**

Received a Tax Office Achievement Award for Innovation in the establishment of Identity Crime Research Unit

**Christine Winkler**

Director of Integrity/Registrations/Operations – Tax Office

**Background**

Joined the Tax Office in 1990 in the Audit area, primarily to undertake case selection processes for Audit activity  
Joined the Registrations area of the Tax Office during the major Tax reform period when A New Tax System was first introduced in 2000.

In my current role I am the of Director for Integrity matters in relation to Registrations for Individual Tax File number and the Australian Business Number registers

This role includes providing assurances to the Tax office regarding the integrity of data that is contained in the registers

- Ensuring we have the right person registered-including that they have established their identity for both Tax file number and Australian Business number
- Ensuring the person is eligible for registration
- Liaison with other Government Agencies to assist with data anomalies

**Career highlights**

In 2000 the Government introduced wide ranging changes to tax with the introduction of GST and the creation of the Australian Business number. I lead the team that was involved in the testing of the new systems and the process to register the Large corporate sector and Government within Australia.



### **3.6. Concurrent Session 4 – Racism**

**Casta Tungaraza (Dr)**  
**Manager – Equal Opportunity & Social Justice**  
**Murdoch University**

#### **Biography:**

Dr Casta Tungaraza is the Equal Opportunity and Social Justice Manager of Murdoch University and the Director of the Australian Academy of Race Relations.

Casta's area of interest is inclusivity in education and her current role involves the development of strategies to embed social justice in education. She is committed to the promotion of social justice and human rights in teaching, learning and research. She is a member of a number of both national and international organizations related to this field which provides her with a good opportunity to work with the community in developing and implementing strategies to achieve the above goals.

In 2000 Casta was appointed to the Western Australian Citizenship And Multicultural Advisory Council contributing to the State's strategic plan and policies on citizenship, multicultural issues and most significantly the WA government's anti-racism strategy. In 2002 she was appointed by the WA Premier to join the Premier's Anti-Racism Strategy Steering Committee.

At the international level, Dr Tungaraza was involved and contributed to the United Nations Preparatory Committee for the World Conference Against Racism that was held in Durban, South Africa in 2001.

In September 2005 she was invited by the United Nations Office of the High Commissioner for Human Rights (OHCHR) to participate in the Regional Experts Seminar on the Role of Education in Combating Racism, Racial Discrimination, Xenophobia, and Related Intolerance.

In November 2005, at the invitation of the United Nations Office of the Commissioner for Human Rights she participated in the Experts Consultation to examine the possibility of the Development of a Racial Equality Index.

Casta is a diversity and social justice trainer.

### ***3.7. Concurrent Session 5 – International Students in Detention Centre***

**Liz Thompson**

**Student Rights Officer at the RMIT Student Union**

Liz Thompson has been a Student Rights Officer at the RMIT Student Union since 2004, and before that was a National Education Officer with the National Union of Students, and an education officer at Monash Student Association, Clayton campus. Liz has worked for a number of years on issues to do with international students and refugees in detention through the National Anti-Deportation Alliance. Liz has a particular interest in the academic and disability rights of international students as this is a focus of her work at the RMIT Student Union. Liz is a member of the RMIT NTEU branch committee.

**3.8. Session 6 – Student Visa Compliance and Changes to Client Service Charter****David Drummond**  
**Department of Immigration and Multicultural Affairs****Biography:****David Drummond**

Director, Sponsored Training and Education Relations Section  
Department of Immigration and Multicultural Affairs (DIMA).

His section has policy responsibilities that support the International Education and Training sectors of DIMA's visa operations.

Mr Drummond has worked for the Immigration portfolio for a number of years. His last two postings before taking up his current position have been as a Manager in the Perth office of DIMA between 2004 and 2006; and as Immigration Counsellor at the Australian High Commission in Kuala Lumpur between 2000 and 2003.

### **3.9. Forum 2 – Student Health Cover and Changes to the Deed**

**Brett Bransby**  
**Australian Health Management Group**

**Jennifer Knowles**  
**BUPA Australia**

**Sherlyn Moynihan**  
**Medibank Private**

**OSHC Worldcare**  
**Geetha Shute**

**NLC Response**

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**Brett Bransby**  
**Australian Health Management (AHM)**

Brett Bransby recently joined the ahm Overseas Student Health Cover team as WA/SA Territory Manager. Brett has previously held executive positions with several multi-national companies and is currently based in Perth.

Brett's role involves working with education institutions in providing solutions to their OSHC needs and liaising with and supporting the peak industry bodies. Brett looks forward to continuing to increase *ahm*'s presence in the OSHC market.

**Sherlyn Moynihan**  
**National Sales Manager, OSHC**

Sherlyn draws on a wealth of experience gathered from the education, government, professional services and legal publishing sectors. With a flair for multi tasking at all levels, Sherlyn has been the driving force behind Medibank Private's OSHC sales and marketing resurgence. Before joining Medibank Private, Sherlyn worked as National Key Accounts Manager for Thomson Legal & Regulatory, Asia Pacific, a global professional information and publishing business, where she was a member of the senior management team. Additionally, Sherlyn has previously held a board position in the Education Sector.

**Mrs Geetha Shute, BEc WAust  
State Manager (WA)  
OSHC Worldcare**

Geetha has first hand knowledge of life as a student in a foreign country as she was an international student in Australia herself studying Economics and Accounting at the University of Western Australia. She chose to study in Australia for many reasons but one of the main factors for selecting Australia as the final destination, was the importance of feeling safe when away from home and being looked after by a community. Originating from Asia, this was very important.

In Malaysia, Geetha was employed at the Australia High Commission. When she arrived in Perth, she secured a position as an export counsellor at the Australian Trade Commission, learning the importance of the international education industry to the Australian economy. In 1996, Geetha's career took a turn towards the education market and she has been in the education industry now for 10 years. Starting as an Administrative Manager in a country TAFE college, Geetha moved into the role of Manager, International Admissions at Edith Cowan University in Perth for 5 years. She took up her current role as State Manager for OSHC Worldcare in July 2004.

### ***3.10. Keynote Speaker – Professor Kerry Cox***

**Professor Kerry Cox  
Vice Chancellor,  
Edith Cowan University**

Professor Cox has extensive experience in both Australia and overseas as a scientist, an academic and a senior university administrator. Previously Vice Chancellor of the University of Ballarat, he was also a former Dean of Biological Sciences; Head of Faculty of Science and Engineering, Pro-Vice-Chancellor (Academic) and Deputy Vice-Chancellor.

Professor Cox's academic discipline is microbiology/immunology. Kerry has been a research scientist at leading research institutions in Stockholm (The Karolinska Institute), in London (The Clinical Research Centre at Northwick Park), and in Melbourne (The Walter and Eliza Hall Institute of Medical Research). His research work, published in the international literature, focussed on the mechanisms of autoimmune disease and the mechanisms of immunological self-tolerance.

Professor Cox has always worked hard to connect fundamental academic work with the diverse groups in the community that support universities. He speaks frequently regionally, nationally and internationally on the role of universities, on societal and technological change, and, on the importance of learning for everyone throughout their lives during a period of immense change globally. His current areas of particular interest include: the need to nurture the economic, intellectual and social potential of individuals and communities that are disadvantaged in the knowledge economy; technological and sociological change; global change; organisational change; technology transfer and sustainability.

He serves as a Director on several Boards and as a member of many advisory committees concerned with the role and funding of universities. Professor Cox is a former President of the Australian Society for Microbiology. In 2002 he was a member of Dr Nelson's Higher Education Reference Group.

**3.11. Keynote Speaker – Annalise Marie Tindal**

**Annalise Marie Tindal**  
**Student Advisor/Lecturer**  
**Curtin International College**  
**International Education Association(ISANA)**

Annalise Tindal was born in the United States. She spent her childhood in the Middle East, returned to the US in her teens, only to go back overseas in her early twenties. She completed her MA in English Language and Literature from the University of St Andrews, Scotland. After working in New York, she moved to Singapore to work as a manager and trainer in hospitality. In 1999, she moved to Perth and began lecturing at Perth Institute of Business and Technology (PIBT). She is now at Curtin International College (CIC) as Student Advisor. Annalise enjoys travelling, writing and fun with family and friends in her spare time.

### ***3.12. Session 7 – Improving legal justice for International Students***

#### **Aristotle Paipetis**

##### **Abstract:**

Many international students face legal issues during the course of their studies in Australia.

These include, but are not limited to, improper cancellation of student visas.

While international students may have recourse to Courts and Tribunals, in order to resolve such legal disputes, such avenues are, among other things, impracticable and slow.

There is a need for an alternative dispute resolution mechanism.

One possible solution is the creation of a special ombudsman or advocate for international students, who is able to intervene and assist with the resolution of such matters in a timely and efficient manner.

##### **Biography:**

Aristotle Paipetis is a lawyer working in human rights law, especially immigration and citizenship law. His professional qualifications include:

- Solicitor and Barrister of the Supreme Court of New South Wales and the High Court of Australia
- Registered migration agent (number 0006846)
- Member of the Migration Institute of Australia
- Master of Laws (University of London)
- Bachelor of Laws (UNSW)

He provides immigration assistance to private individuals from all parts of Australia and overseas. He is also representing international students in NSW in a large discrimination matter. Aristotle also assists Australian companies to identify and implement immigration solutions that meet their recruitment and business needs.

He has comprehensive and successful experience in:

- All possible permanent and temporary visas including
  - Employer sponsored/nominated
  - Skilled, including Distinguished Talent
  - Business
- Legal appeals to immigration Tribunals and Australian Courts
- Obtaining improved immigration outcomes for unlawful persons

He is frequently invited to present at Universities and private organisations around Australia on migration opportunities as well as human rights issues. In 2005 he gave in excess of 30 presentations



### ***3.13. Press Lunch – Exploitation in Accommodation and Employment***

**Ateev Dang**  
**National Secretary**  
**CAPA**

**Alex Main**  
**CISWA**

**Annalise Tindal**  
**ISANA**

**Song Yee**  
**Acting National Convenor**  
**NLC**

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#### **Biographies:**

**Alex Main**  
**CISWA**

Alex Main is the President of CISWA, Honorary Fellow, Associate Professor of Psychology, Murdoch University. Honorary Professor University of Notre Dame. Previously consultant to government and non-government agencies in Europe, Canada, South Africa, Libya, Iraq, Malaysia, India. Teaching, research and clinical interests in Counselling and Cross-cultural Psychology.

**Annalise Marie Tindal**  
**Student Advisor/Lecturer**  
**Curtin International College**  
**International Education Association (ISANA)**

Annalise Tindal was born in the United States. She spent her childhood in the Middle East, returned to the US in her teens, only to go back overseas in her early twenties. She completed her MA in English Language and Literature from the University of St Andrews, Scotland. After working in New York, she moved to Singapore to work as a manager and trainer in hospitality. In 1999, she moved to Perth and began lecturing at Perth Institute of Business and Technology (PIBT). She is now at Curtin International College (CIC) as Student Advisor. Annalise enjoys travelling, writing and fun with family and friends in her spare time.

### **3.14. Concurrent Session 8 – Discrimination of International Students by State Governments**

#### **Aristotle Paipetis**

##### **Abstract:**

Since 1989 the NSW government has denied travel concessions to international students. In March 2006 the NSW Administrative Decisions Tribunal found that this denial was unlawful and that the NSW government had been unlawfully and racially discriminating against international students. Despite the decision, the NSW government continues to refuse to grant travel concessions to international students. The government does not propose to appeal the decision. Instead, it seeks to legitimize the discrimination by amending the law. The history of the case and its aftermath illustrate:

1. The committed determination of student groups in order to successfully achieve justice and equity for international students in Australia.
2. How governments may engage in wholesale and prolonged discrimination, as well as the embarrassing steps they take to justify or legalise such conduct.

##### **Biography**

Aristotle Paipetis is a lawyer working in human rights law, especially immigration and citizenship law. His professional qualifications include:

- Solicitor and Barrister of the Supreme Court of New South Wales and the High Court of Australia
- Registered migration agent (number 0006846)
- Member of the Migration Institute of Australia
- Master of Laws (University of London)
- Bachelor of Laws (UNSW)

He provides immigration assistance to private individuals from all parts of Australia and overseas. He is also representing international students in NSW in a large discrimination matter. Aristotle also assists Australian companies to identify and implement immigration solutions that meet their recruitment and business needs.

He has comprehensive and successful experience in:

- All possible permanent and temporary visas including
  - Employer sponsored/nominated
  - Skilled, including Distinguished Talent
  - Business
- Legal appeals to immigration Tribunals and Australian Courts
- Obtaining improved immigration outcomes for unlawful persons

He is frequently invited to present at Universities and private organisations around Australia on migration opportunities as well as human rights issues. In 2005 he gave in excess of 30 presentations

### ***3.15. Concurrent Session 9 – Views on Permanent Residency***

**Steven O'Neil**

**Iscah Migration**

**Abstract:**

What DIMA think about student graduates, What hurdles they make them jump and how proposed changes may effect the ability of student graduates to eventually attain a permanent visa.

**Biography:**

Steven graduated from Murdoch University with a Bachelor degree in Commerce and Computer Science. He worked with the Department of Immigration for a period of 5 years up until 1997. Most of this time was spent as a case officer processing visa applications in the temporary and permanent visa areas. Since 1997 he has managed his own private migration practice and presently is on the State committee of the Migration Institute of Australia. He as also the Western Australian mentor for students who intend to undertake the Migration Agents registration examination.

His great hope in life is to not to be a successful business person or father of two young children , but rather see the Fremantle Dockers string three good performances together in a row.

**3.16. Peak Forum – Student Representation, Student Support: Towards Better Welfare**

<b>ACIVC</b>	<b>Alan Williams</b>
<b>ACPET</b>	<b>Helen McNeill</b>
<b>AVCC</b>	<b>John Wood</b>
<b>CAPA</b>	<b>Ateev Dang</b>
<b>CISWA</b>	<b>Alex Main</b>
<b>DIMA</b>	<b>David Drummond</b>
<b>EA</b>	<b>Sue Blundell</b>
<b>IDP</b>	<b>Steve Gunn</b>
<b>ISANA</b>	<b>Annalise Tindal</b>
<b>NLC</b>	<b>Song Yee</b>
<b>NUS</b>	<b>Rose Jackson</b>

**NLC would like to thank ISANA for their continued support of international students and NLC over the past 17 years and hopes to work together as successfully in the future.**



**Biographies:**

**Helen McNeill** is the Executive Officer, WA, for the Australian Council for Private Education and Training (ACPET). ACPET is the national industry association for private providers of post-compulsory education and training, (over 60% of whom are registered on CRICOS).

Helen has a background in private and public sector education and training, management and administration and, in her current role, is supported by a State committee in coordinating membership services, industry representation, professional development and policy formulation on behalf of ACPET and its member colleges.

**Sue Blundell** is currently the Executive Director of English Australia. English Australia (EA), formerly known as the ELICOS Association, is the peak industry body representing Australian providers of English Language Intensive Courses for Overseas Students (ELICOS).

EA aims to establish a high professional and ethical standard in the work of member colleges, assist member colleges in providing high quality educational programs and assist, strengthen and promote the interests of the ELICOS industry and member colleges.

Prior to her appointment as Executive Director of EA in February 2002, Sue worked in the TESOL area for over 20 years, both overseas and in Australia. Over her career she has held various positions allowing her to develop skills and experience in a range of areas associated with the delivery of English language programs to international students, including teaching, teacher training, educational leadership, management and marketing.

**Alex Main** is the President of CISWA, Honorary Fellow, Associate Professor of Psychology, Murdoch University Honorary Professor University of Notre Dame. Previously consultant to government and non-government agencies in Europe, Canada, South Africa, Libya, Iraq, Malaysia, India. Teaching, research and clinical interests in Counselling and Cross-cultural Psychology.

**Annalise Tindal** was born in the United States. She spent her childhood in the Middle East, returned to the US in her teens, only to go back overseas in her early twenties. She completed her MA in English Language and Literature from the University of St Andrews, Scotland. After working in New York, she moved to Singapore to work as a manager and trainer in hospitality. In 1999, she moved to Perth and began lecturing at Perth Institute of Business and Technology (PIBT). She is now at Curtin International College (CIC) as Student Advisor. Annalise enjoys travelling, writing and fun with family and friends in her spare time.

**Professor John C Wood**  
**Australian Vice-Chancellors' Committee**

Professor John Wood is Deputy Vice-Chancellor (Students and Teaching) and has University wide responsibility for Student Recruitment, Teaching & Learning, Scholarships, Student Support, Liaison with Student Associations, Student Surveys, Student Services Centre and Learning and Development Services. Prior to his appointment at ECU, Professor Wood was the Foundation Dean of the College of Business at the University of Notre Dame, Perth, Western Australia where he was also the Deputy Vice-Chancellor (Academic).

Professor Wood graduated with first class honours in Economics from the University of Western Australia and won an Australia-wide scholarship to Oxford University, where he completed a Doctorate in Economics. He has taught at universities throughout the world, including Brunel, New England, Western Australia, Curtin University of Technology, various Oxford Colleges, the American International University of Europe and in Stanford's British programme.

Professor Wood has worked in executive management teams and held a number of executive leadership positions. He has a detailed knowledge of all tiers of government throughout Australia and he has occupied senior administrative positions in Canberra in the Office of the Prime Minister as a Speechwriter, and in the Department of Prime Minister and Cabinet. Professor Wood also has extensive experience at the State Government level, having been appointed to senior positions in the Departments of Premier and Cabinet, Transport, Employment and Training, State Development and Commerce and Trade. He has served Ministers from all major political parties.

Professor Wood also held senior private sector positions, including a period as Chief Economist and Strategist with Ernst & Young. He has acted as a consultant for the World Bank, to various Governments and to small and large private organisations. He also served as WA Chairperson of the Committee for Economic Development of Australia (CEDA). Professor Wood presently chairs Perth Education City and is on the HBF Board, Australia's fourth largest health insurer.

Professor Wood has an international reputation as a author. He has authored two books and has edited 110 volumes in the Croom Helm/Routledge Series on great economists. He is also the joint editor of a new series on Critical Evaluations of Management Thinkers and the first 14 volumes have been published. He was awarded a Doctorate in Management Sciences from the Thai Crown Prince for his contribution in global economic writing. He has also been made a life member of the Oxford Business Alumni.

## 4. Profile Pages

### 4.1 Medibank

You can switch to Medibank Private today.

More students choose Medibank Private for their OSHC\*. It's a fact!

We understand the individual needs of our International Student members, by delivering a greater level of personal service at our Retail Centres.

Did you know that it is easy to change your OSHC at any time?

When you transfer you may also be able to get a refund from your existing provider.

How can I switch my OSHC to Medibank Private?

To switch, simply visit your nearest Medibank Private Retail Centre, or for more information call us now on 132 331 or go to [medibank.com.au/oshc](http://medibank.com.au/oshc)

\* OSHC is health cover for overseas students studying in Australia. Terms and conditions apply. Medibank Private Limited ABN 47 080 890 259 is a registered health benefits organisation. MPL079

**OSHC**

**medibank**  
PRIVATE

## **4.2 OSHC Worldcare**

OSHC Worldcare is the preferred provider of OSHC at over 70% of Australian Universities

### **SERVICES TAILORED FOR YOU**

#### **Student Self Service Areas**

Helpful OSHC Worldcare information points on-campus at most Institutions. These areas contain PC terminals, telephone hotlines, claim forms, application forms, pre-paid envelopes, fact sheets and any other relevant information.

- Dedicated representatives on 35 campuses nation-wide.

#### **Client Service Representatives**

OSHC Worldcare has Client Services Representatives (CSR) which are present on-campus at most major Institutions at various times during the week. Our CSR can assist you with any enquiries or questions that you have.

#### **Student Advocate**

A staff member experienced in student affairs employed to act as an advocate and intercessor in the insurance industry on the behalf of international students.

#### **Service at your fingertips**

Online Services and Information

Simple and easy to use services at **[www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)**

- > User friendly with Multi-lingual information
- > Information Video
- > Order your membership card
- > Update your details
- > Renew your policy
- > Health and Wellbeing information

#### **24 Hour / 7 Day Emergency Helpline – 1800 814 781**

Specifically tailored for international students is a 24 hour emergency helpline which gives you access to medical advice, interpreter services and legal advice.

#### **Simple Claiming**

- > Direct Billing at over 85 medical providers across Australia.
- > Cash claim available at most institutions – providing Australia Post cash vouchers for claims under \$75
- > Online and Manual Claims



### 4.3. *AHM*

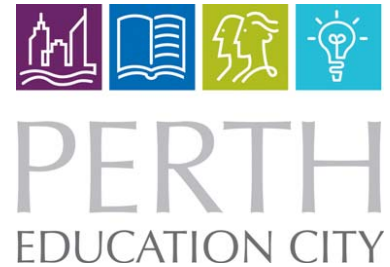


Australian Health Management is a national health insurance provider with more than 35 years experience providing health insurance, health management and dental and eyecare services. *ahm* is a provider of Overseas Student Health Cover, offering affordability and convenience to students studying in Australia. We'll provide the services and benefits you need while in Australia. Our comprehensive range of online services ensures quick, easy access for students plus we offer fast reimbursements for claims. *ahm* also has a range of extra services for students like extras cover, free emergency helpline, flexible payments options and discounts for paying OSHC in advance.

[www.ahm.com.au/oshc](http://www.ahm.com.au/oshc)

Ph: 134 246

#### 4.4. *Perth Education City*



## **Study in Perth, Western Australia**

*Where learning is a breath of fresh air*

The evolution of primary, secondary, vocational and tertiary education in Western Australia has created a system internationally recognised for its quality and excellence. Perth has a well-earned reputation as an 'Education City', offering courses every year to over 36,000 international students seeking university degrees, vocational qualifications, secondary and primary education, foundation and pathway courses and English language skills.

Perth Education City (PEC), a peak body funded under a joint industry government initiative, is a unique consortium of Perth's leading private and public universities, colleges and schools which provide education services to the international community. PEC is strongly supported by the WA State Government through the WA Department of Industry & Resources and the WA Department of Education and Training.

Western Australia offers a unique and prestigious learning environment that allows creativity and provides international students the challenge to achieve academic success and personal growth. There is every opportunity to achieve their potential in a city famed for its friendliness!

For more information on studying in Perth, Western Australia please visit our stall at the National Education Conference from 3-4 July or visit [www.pertheducationcity.com.au](http://www.pertheducationcity.com.au)