



Student Advocates

Excellence in Under 18 Student Care & Support

MULTI LINGUAL PROFESSIONAL STAFF TO
CARE AND SUPPORT YOUR CHILD



**PLUS FREE SAFE
STUDENT App**



*Melbourne, Sydney, Canberra, Perth, Adelaide,
Brisbane, Gold Coast, Hobart, Darwin*

www.studentguardians.com

Contents



■ Welcome Message.....	1
■ Managing Director Mr Ivan McKinney.....	2
■ Role of a Student Advocate.....	3
■ Education Support Services for New Migrant Families.....	4
■ Safe Student App.....	5
■ ISA Fees.....	9
■ Testimonials from Education Providers.....	10
■ Testimonials from Parents.....	12
■ Meet Some of our Multilingual Advocates.....	13



Welcome



Mr Ivan McKinney
Managing Director
ISA Student Advocates

Dear Parents,

Thank you for your trust in choosing our company to care and support your son or daughter in Australia. I can give you my personal guarantee, we will all work very hard to provide your son or daughter with all the support and assistance they need to help them have a positive and successful study and life experience in Australia. Our team consists of over 100 multi lingual professionals, located in every major city in Australia. With over 20 Years' experience helping and supporting students in Australia, you can be confident of the high quality services we will deliver to your son or daughter. At present over 250 Education Providers around Australia recommend and use our services. I invite you to contact me or my office to discuss any aspects of our professional services.

Kind Regards
Ivan McKinney

A handwritten signature in dark ink, appearing to read 'Ivan McKinney'.



Managing Director

Mr Ivan Mckinney



Mr Ivan McKinney Managing Director
ISA Student Advocates– Established 1998

Ivan is the founder and Managing Director of ISA Student Advocates and the designer of the global safety initiative “Safe Student” App.

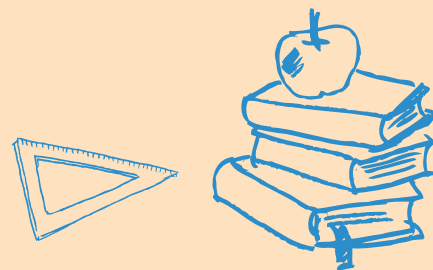
Ivan’s mission and drive is to provide, through ISA Student Advocates, security, help, assistance, advice and a safe haven for international students and to ensure that they have a positive experience during their study time in Australia. Ivan has almost 20 years’ experience in dealing with both international students and education providers throughout Australia. That experience has given him a unique insight into the issues, needs and difficulties confronting our overseas students. He is committed to ensuring that these students are fairly represented and that their student experience in Australia is positive and trouble free.

Prior to founding and setting up ISA Student Advocates, Ivan had gained enormous expertise, management skills and organising critical response protocols in his earlier career as a decorated high ranking Detective with Australian and International law enforcement agencies. He has worked with The National Crime Authority, Australian Federal Police, Victoria Police, The Federal Bureau of Investigation, New York Police Department, New Scotland Yard and the Hong Kong Independent Commission against Corruption. He also held a senior position within the Federal Joint Intelligence Group. During that service he was honoured with The National Medal, The Victoria Police Ethical Medal and the National Police Medal and has received four commendations for leadership, management and investigative skills. Ivan was pivotal in investigating and exposing sex slavery and human trafficking in Melbourne, Australia and addressed a critical issues seminar at Parliament House, Canberra and appeared and addressed a Senate Inquiry on the same topic. Subsequently new Commonwealth Legislation was enacted to address the trafficking problem. Ivan has been referred to in the publication “Trafficked” by Kathleen Maltzahn (2008) and in various other publications relating to organised crime groups.

It was from these experiences and knowledge that Ivan realised the urgent need for a service dedicated to the welfare and support of our many and vulnerable overseas students. This realisation led to his forming of the service which today is known as ISA Student Advocates. As an adjunct to that ideal of giving students maximum safety, wellbeing and have access to immediate assistance Ivan has developed a unique software package which allows education providers the ability to monitor and view real time data in relation to the welfare of young students. This incorporates risk mitigation and critical incident response plans if and when needed. Ivan also developed the “Safe Student” App - a global initiative to further enhance, protect student safety and wellbeing.



Role of a Student Advocate



In Australia there are a number of titles used to describe the role of a student advocate, some of those titles include, local caregiver, local support person, welfare provider or parents' advocate. As your child is in Australia without you (parent/legal guardian), it is important you have a local person in Australia who can represent your wishes. Our professional multi lingual team will ensure your child is properly cared for in your absence and you receive regular updates in your native language.

Our professional services include but are not limited to the following:

- Contact parents and student prior to their arrival, advice and tips for travelling to Australia, confirm visiting arrangements
- Visit student at their accommodation after arrival in Australia and check the accommodation is clean and safe
- Explain visa regulations , important safety and security information direct to the student
- Assist the student open a bank account, purchase a local telephone sim card (if required)
- Assist the student purchase a local transport card and explain how to use local public transport (Train, Bus, Tram, Taxi etc)
- Explain to the student how their overseas health insurance (OSHC) works – advice on how to obtain or register their health insurance card.
- Talk with the home stay host (if staying in home stay) and explain home stay rules direct to student
- Send a written report to the parents within 30 days of the student arriving – advising parents of initial work completed, confirming all contact numbers for ISA advocate, student and parents
- Regular phone calls/online live chatting to student
- Regular personal meetings with the student, visit the school a minimum of every 14 days and talk with academic staff to ensure student is studying correctly and completing all assignments.
- Provide regular feedback to parents
- Attend parent teacher interviews and report results to parents
- Translate academic reports and send a copy to the parents
- Check students' holiday plans, assist booking airflight tickets if needed, report to education providers about holiday arrangements
- Assist students arrange medical appointments
- Assist students apply for a change in accommodation if needed
- Provide 24 hour – 7 days a week emergency assistance
- All students under our care get free access to Safe Student App

Education Support Services for New Migrant Families

ISA provide services to new migrant families and their children, to assist them understand the Australian education system and support the student transition into the new school. Many new migrant families have limited English and need assistance and advice in regards to the education of their children.

Services Description:

- Introduction to the Australian education system, assist with important information and preparation for school commencement including but not limited to subject selection, school uniform purchase, immunisation catch-up, book ordering
- Help students and parents to understand school emails, school results and teachers' comments on schools parent portal
- Represent student and parents to communicate with school
- Translate school reports (Available languages Chinese and Vietnamese)
- Consulting services about student's personal development such as interest/hobby classes, tutoring etc.
- Assistance making appointments or other bookings for the student
- Introduction on how to use the local public transportation system
- Assistance and advice on purchasing a local sim card and which mobile plans are available
- Information on Australian emergency services.
- Install Safe Student App a free safety App for students under our care
- Assistance and information on making medical appointments, psychologist and support services
- Referral to Legal support service

Optional services (Extra fee applies)

- Make bookings and attend semester Parent Teacher Interviews – Normally two per year
- Attending school information sessions





Safe Student App

Global SOS Emergency



Help at the touch of a button.

www.safestudentapp.com

How It Works

Immediate Help

One Push of A Button



Worldwide Coverage



Vorks



Contacts Notified Simultaneously

Sue,

John sent an alert message through Safe Student App. His last known location was:

<http://google.cn/maps/search/?12345678>

Time at last known location: 2018-07-16 11:03:20

— Safe Student App



Contact 1



1

Contact 2



2

Contact 3



3

GPS

I Am Here



SOS





- 1** *Direct contact to emergency services.*
- 2** *Notify contacts.*



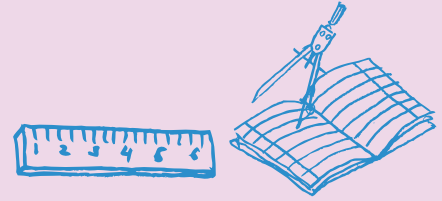
Visit our website
for more information:
www.safestudentapp.com



Download Safe Student App now!



ISA Fees

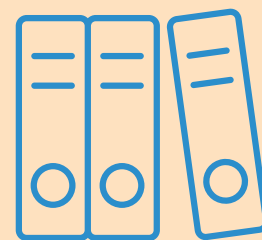


We understand it costs a lot of money for a student to study in Australia. We have kept our prices as low as possible, to ensure all parents can afford to engage our professional service to represent and support their son or daughter. The cost of our service will vary depending on the service period

- Minimum service period is one month (4 weeks)
- We offer payment plans to assist parents
- Fees are displayed on ISA website (Parents can check the exact cost under “Fees” tab)
- No application fee or hidden charges



Testimonials from Education Providers



HAILEYBURY

Haileybury College

Janette Ai, Head of International Students

It is vitally important that our young students at Haileybury College have an appointed and trusted local carer to ensure their academic, pastoral and welfare needs are supported and catered for. This is what ISA does. ISA has 20 years' experience in international student support services. The ISA team have been working closely and diligently with Haileybury College to ensure they are able to give students the best opportunities possible according to their welfare arrangements, academic goals and future career aspirations.

ANU College

Susan West Moreau, Student Support Officer (Welfare)

It is with confidence that I recommend the services of ISA to any student who is living away from home, especially for the first time. Staff are friendly, responsive and willing to help our students with any difficulty that might arise and ensure they are safe and well taken care of.



The pathway provider for ANU



Carey
Baptist Grammar School

Carey Baptist Grammar School

Julianne Brandon, Director of Community Engagement

Carey Baptist Grammar School has worked closely with Mr Ivan McKinney and the staff at ISA for seven years. We enjoy a very positive working relationship with this company and can recommend them as being professional, reliable and highly committed to providing an excellent standard of service. They are very experienced in all aspects of overseas student welfare and we would happily recommend them to other schools and institutions.

Caulfield Grammar School

Peter Tselios, International Student Coordinator

The welfare and care of our International students is central to all that we do. We are delighted with services provided by Ivan McKinney and his team of dedicated professionals.



Caulfield
grammar school



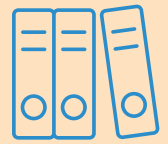
Billanook
College

Billanook College

Steven Lingard, Manager International Programs

Billanook College has worked closely with ISA over the past 7 years in provision of welfare and support structures of the highest standard for our International students. The ISA Staff & Systems have continued to complement the Student Support staff & structures within the College. The ISA Local Support Persons appointed to each child have assisted Billanook College in communicating regularly and purposefully with parents of our International students, ensuring offshore parents have confidence in the care and support

Testimonials from Education Providers



Desma S. Smith - Associate Director, International Student Advisory & Support

Swinburne is proud to partner with ISA. We entrust the care of our international students to ISA with confidence as they share our standards and commitment to providing international students with a safe and enjoyable experience in Australia. We ensure that all of our international students are aware of the Safe Student App as we feel it is an invaluable safety tool for all our international students.

Ivanhoe Grammar School

Leisl Bruhn, Dean of International Students

Ivanhoe Grammar School has enjoyed a long and positive association with Ivan McKinney and his staff at ISA. The service and care that ISA provides our students is at all times, professional, reliable and high quality.



IVANHOE
GRAMMAR SCHOOL
courageous and kind



Korowa Anglican Girls' School

Mandy Andrews, Enrolments Manager

Korowa Anglican Girls' School has been working closely with since 2012. In our dealings with ISA, their team have been committed, caring and responsible. They have regularly visited the students at School and kept families informed of student progress. Ivan and his very capable team have been approachable, professional and reliable in their dealings with the School and community. We will continue to work with ISA to support our international students and their families.

Taylors College

Trish Benson, Business Services Manager

Taylors College has been using the services of ISA for over 15 years. The individual caregivers are professional, approachable and are able to draw on a wealth of experience in helping their students should any problems arise.

TaylorsCollege



Westbourne Grammar School

Anne Bright, Director of Development

Westbourne Grammar School has worked with ISA for nearly a decade. We have great confidence and a sense of peace of mind working with the ISA team, most of whom have also worked with the School for many years. They are caring, reliable and most importantly ensure that each student is carefully looked after. They follow up immediately with the school where there are any concerns and ensure parents are well-informed about their child's wellbeing and academic progress.

Yarra Valley Grammar School

Gagan Arora, Director of Marketing and Admissions

ISA is a very professional organisation and I highly recommend their services. ISA's staff is very professional and prompt. The School values its partnership with ISA and will continue building on the same in the coming years.



YARRA VALLEY
GRAMMAR

Testimonials from parents



I questioned why we should have a local caregiver when my 15-yr-old daughter was enrolled into a fabulous private school and staying in the school boarding house. When my daughter arrived in Australia she could not find the airport pick up driver. Tammy from ISA had already contacted us prior to my daughter leaving China and we had all her contact numbers & wechat. We immediately contacted Tammy who solved the whole problem for us. Tammy directed my daughter, in Chinese, to the exact location where the airport pickup driver was. Tammy has given my daughter good advice on study habits, time management and other helpful local information. With a Chinese speaking professional caregiver in place, my daughter always seeks her opinion and help, and we could always communicate with her in our language, which is a huge relief and comfort for both us as parents and my daughter.

Sarah Li's mother

My daughter is currently studying in Melbourne. We are very lucky to have Thuy from ISA who cares for my daughter. I am so happy I can communicate with Thuy in Vietnamese about my daughter and Thuy is a lovely lady. Thuy is in regular contact with my daughter and visits her at school every fortnight to check on her study progress with school staff. The school sends all information about my daughter to ISA. Thuy will then translate the information and send it to me or she will ring me and explains the information to me. Thuy has given my daughter excellent support and care and knowledge about how to live in Melbourne. I would highly recommend all parents use ISA

Linh Trang Nguyen's Mother

My son has been studying in Melbourne since 2017. Vicky has been his caregiver since then. Vicky is a very nice lady who treats my son like her own child. I have been happy that I can contact Vicky and communicate with her freely in Chinese. Vicky visits my son every fortnight on campus and gets updates from school staff. Vicky also receives all school emails, letters and information on behalf of us, and explains to us what's happening or what's needed. Having lived in Melbourne for decades, Vicky has provided lots of support and help to my son. I would sincerely recommend ISA services to all parents.

Liang Shuo Ma's mother



Meet Some of our Multilingual Advocates



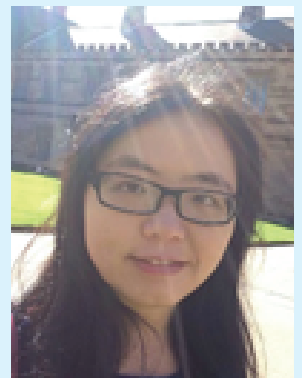
Vicky Shi - Languages: English, Mandarin, Cantonese, Hokkien & Vietnamese, B.Econ, Dip Acct, La Trobe University. Vicky has worked for ISA as a professional caregiver for over 10 years. She is passionate about caring for international students as if they were her own children.



Li Jiang - PHD. University of South Australia

Dr Jiang has worked for ISA as a professional caregiver in Canberra for more than 8 years. She is always very attentive to student's life and also very strict about their attendance and academic performance. She keeps close communication with parents and education providers. Dr Jiang is well respected and loved by all her students, parents and staff from our partner education providers.

Jenny Zhang - Bachelor of Art, Sichuan Normal University, Master of Teaching (Chinese), West Sydney University, Master of Education, Sydney University Jenny has worked for ISA as a professional caregiver for about 7 years. Her knowledge in education and her own experience as an international student lead her to a very successful role as a local support person for her students. She thrives to guide her students into independent, responsible young adults.



Ha Dinh - B.Arts Victoria University, Grad Dip. Teaching Monash University.

Ha has lived, studied and worked in Australia for 26 years. She is a very experienced local caregiver and combined with her Teaching experience she knows how to support and mentor students with their studies.



"AT ISA STUDENT ADVOCATES WE CARE ABOUT YOUR CHILD"

- More than 20 years' experience specialising in student welfare, advocacy, safety and support services
- 100+ professionally trained, multilingual staff, located in all major cities in Australia
- Diverse team with expertise in teaching, counseling, finance, interpreting, policing and government regulations
- Affiliation with over 250 education providers nationwide
- Established and proven welfare based standards and procedures
- Service agreements for parents and education providers to guarantee ISA service standards
- National Duty of Care Insurance
- Innovative technology allowing education providers live access to monitor welfare arrangements and compliance resources

Safe Student App
Emergency help worldwide - Get it now
App Store & Android App
www.safestudentapp.com



**Student
Advocates**

CONTACT:

Head Office:
Suite 1/Level 1 - 108 Bourke St, Melbourne 3000
Tel: +61 3 9663 2887
Fax +61 3 8678 1317
Email info@studentguardians.com
Website: <http://www.studentguardians.com>
WeChat: ISAGUARDIANS

POSTAL ADDRESS:

ISA Student Advocates
Suite 1/Level 1 - 108 Bourke Street,
Melbourne 3000, Australia