

# nib App - Supporting our members' health journey



Our member **downloads the nib app** and accesses articles on **the Check Up** to learn more about **health, wellbeing and living in Australia**



Our member has been struggling to sleep due to exam anxiety, they enrol in SilverCloud, a **digital CBT platform** available at **no cost to nib members**.



They complete the digital **Health Check** to receive their health score and personalised recommendations on actions they can take to improve their health.



Via hub.health they can access their **medical certificate and e-script**, their script can then be **delivered free to their door**.



When feeling unwell, our member can use the **AI-driven Symptom Checker for advice** on whether they need to see a doctor or connect with the relevant health services.



The symptom assessment recommends they should see a doctor, so they book a **virtual GP consult through the app**. They join the queue and receives a call from a doctor within 30 minutes.

# the check up ↗

# Cookie crumbs of information...



## Stock your kitchen



Filling your fridge and pantry for the first time can be an expensive endeavour, but with a few budgeting tips, you can save a lot of money on groceries.

A few of our top tips include:

1. Buy in bulk
2. Prioritising frozen and tinned foods
3. Collect rewards points
4. Know your supermarkets
5. Shop local



## Healthcare



## Culture



## Culture shock & homesickness: 4 things to expect in Australia

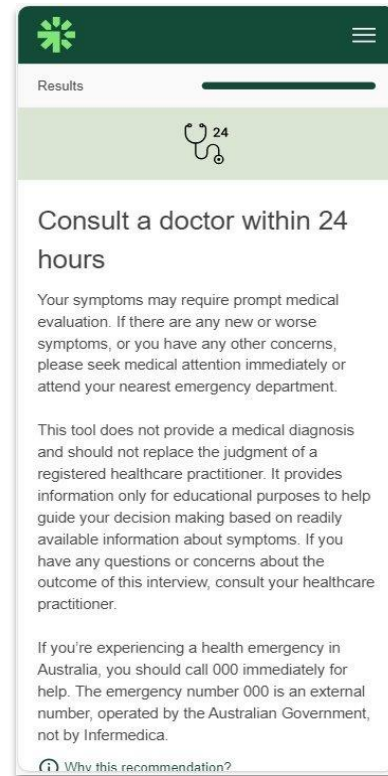
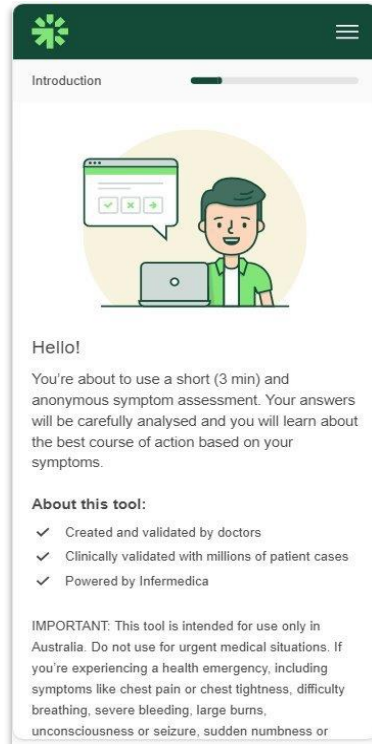
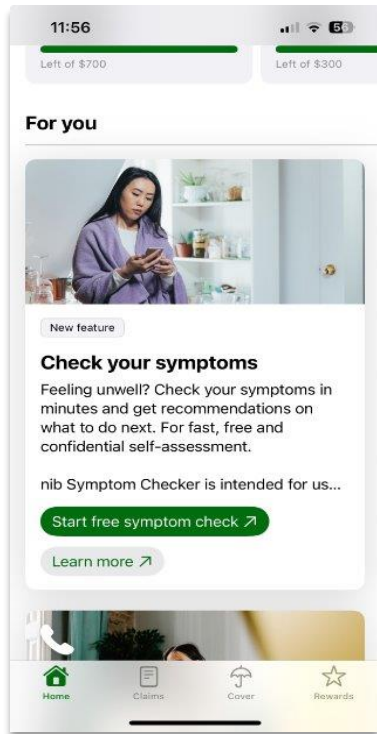


VIDEO #1

## How to survive on a budget



# nib Symptom Checker



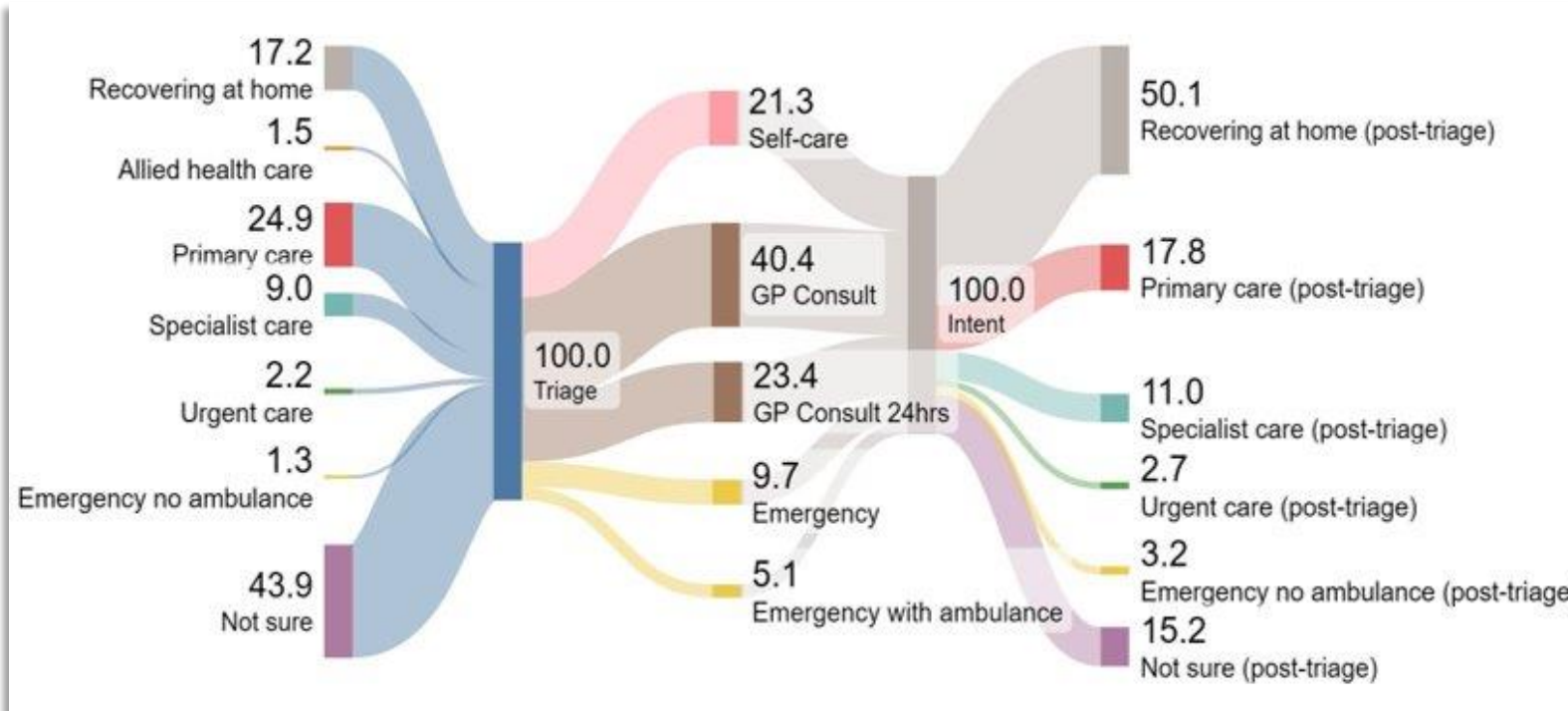
- **nib symptom checker** launched February 2024.
- Available, **free of charge**, in the nib app for **international students**
- Dynamic interview **using AI to analyse the member's symptoms**
- Members are given a **triage recommendation on the best course of action** and can connect with **relevant health care services** including the ability to make an **in-app telehealth appointment with a GP**.
- **English and simplified Chinese** languages available.

# nib Symptom Checker – usage data



## Total engagement since launch (12/2):

- 20,821 interactions
- 8,672 completes assessments (42% completion rate)
- 73% were international members



## Top conditions

1.	Common cold	8.8%
2.	Undetermined condition	3.4%
3.	Tension-type headaches	3.1%
4.	Viral gastroenteritis	2.3%
5.	Mechanical back pain	2.1%
6.	Acute viral rhinosinusitis	2.0%
7.	Irritable bowel syndrome	1.9%
8.	Pneumonia	1.9%
9.	Acute cystitis	1.8%
10.	Acute streptococcal	1.7%

ISANA members work at educational institutions and organisations in various roles covering international student services, advocacy, teaching and policy development. It is the representative body for professionals in Australia and has a sister organisation relationship with ISANA New Zealand.

Latest News



Rental Rights for International Student Support Workers

ISANA PD

This session is a collaboration between ISANA International Education Association Inc. and peak body, Tenants Association Inc. and peak body, Tenants Victoria, which runs the dedicated...

[Read more >](#)



ISANA New Zealand

ISANA PD

Supporting international education specialists ISANA NZ is here to help, support and listen. From webinars to workshops, and awards to networking...

[Read more >](#)



Our next ISANA PD

ISANA PD

Upcoming Professional Development ISANA PD is available to all Members, Non Members, their friends and colleagues. Visit the ISANA 2024 PD Calendar...

[Read more >](#)



34th ISANA Conference

CONFERENCE NEWS

Early bird registration and 4 for 3 deal available! Register here: <https://isanaconference.com/registration> We would love your support. Able to...

[Read more >](#)



the KOALA News

NEWS

The Koala International Education News is Australia's new international education news platform - it aims to be informative and is uniquely...

[Read more >](#)



33rd ISANA Conference

CONFERENCE NEWS

Community, Connection: Advancing International Education Services Call for abstracts and early bird registration open! This conference will bring...

[Read more >](#)



ISANA National | Dec 2 | Online

ISANA PD

Add to your toolkit for a successful 2023 | ISANA 2022 Forum

[Read more >](#)



ISANA ACTIVENSW | Nov 24 | Face-to-face

ISANA PD NSW & ACT

2022 ACTIVENSW Branch Conference including AGM Date: Thursday, 24 November Time: 10am - 4.30pm AEDT | AGM @ 12pm (the AGM is for Members only and...

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### Resources

In addition to articles and conference publications, ISANA has a range of resources available for people who work in the international education sector in Australia and New Zealand. The organisation provides information, training and networks that assist these international educators, administrators and students.

International Education Legislation	State and Federal International Education Pages
Orientation and Pre-departure	Student Safety and Critical Incidents
Student Accommodation	Education Agents
Research Papers and Guides	Jobs Board & Employment Info

# From the Home page

## Resources

# From the Home page

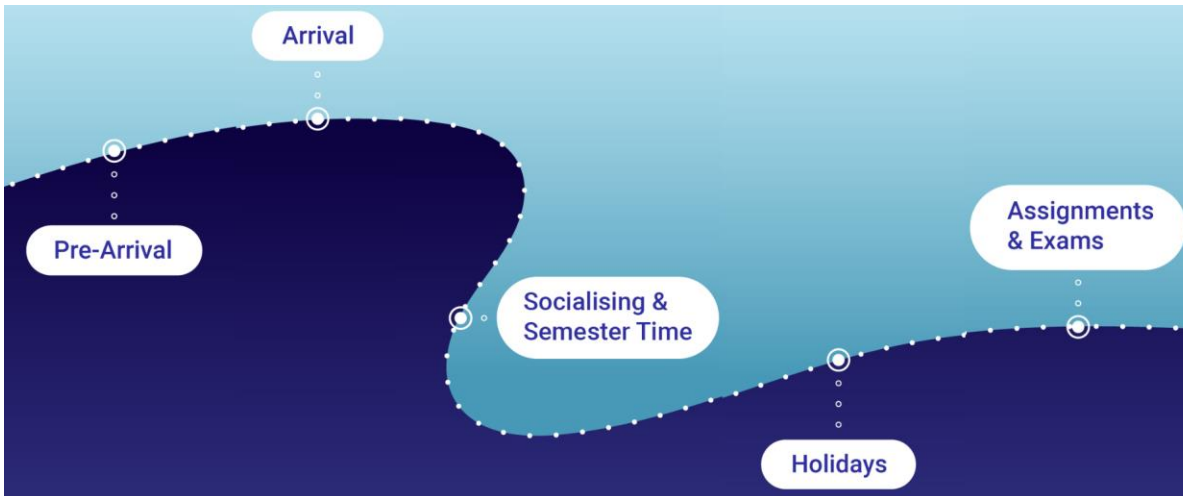
Resources > Student Safety and Critical Incidents > Contact Points

## Contact Points

Enabling international students during critical incidents.

This website contains some important information for international students in Australia: <https://www.contactpoints.org/>

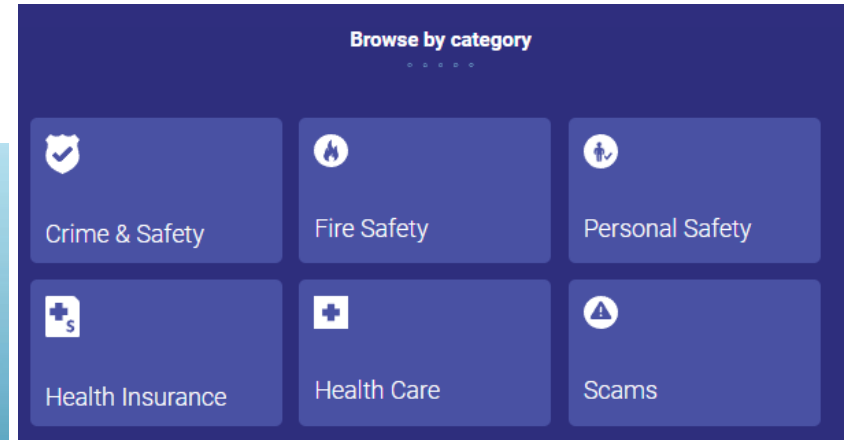
The information here will help students navigate how and where to get help in unforeseen emergencies. Some of this information is not well known amongst international students. We encourage you to browse through the website and share the messages on your social media platforms with as many students as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




**Crime & Safety**

**CALL '000' FOR ANY EMERGENCY, AMBULANCE, FIRE OR POLICE.**

若发生任何紧急情况，需要救护车、消防员或者警察的帮助，请拨打'000'。



**Browse by category**

- Crime & Safety
- Fire Safety
- Personal Safety
- Health Insurance
- Health Care
- Scams



Partners and sponsors:

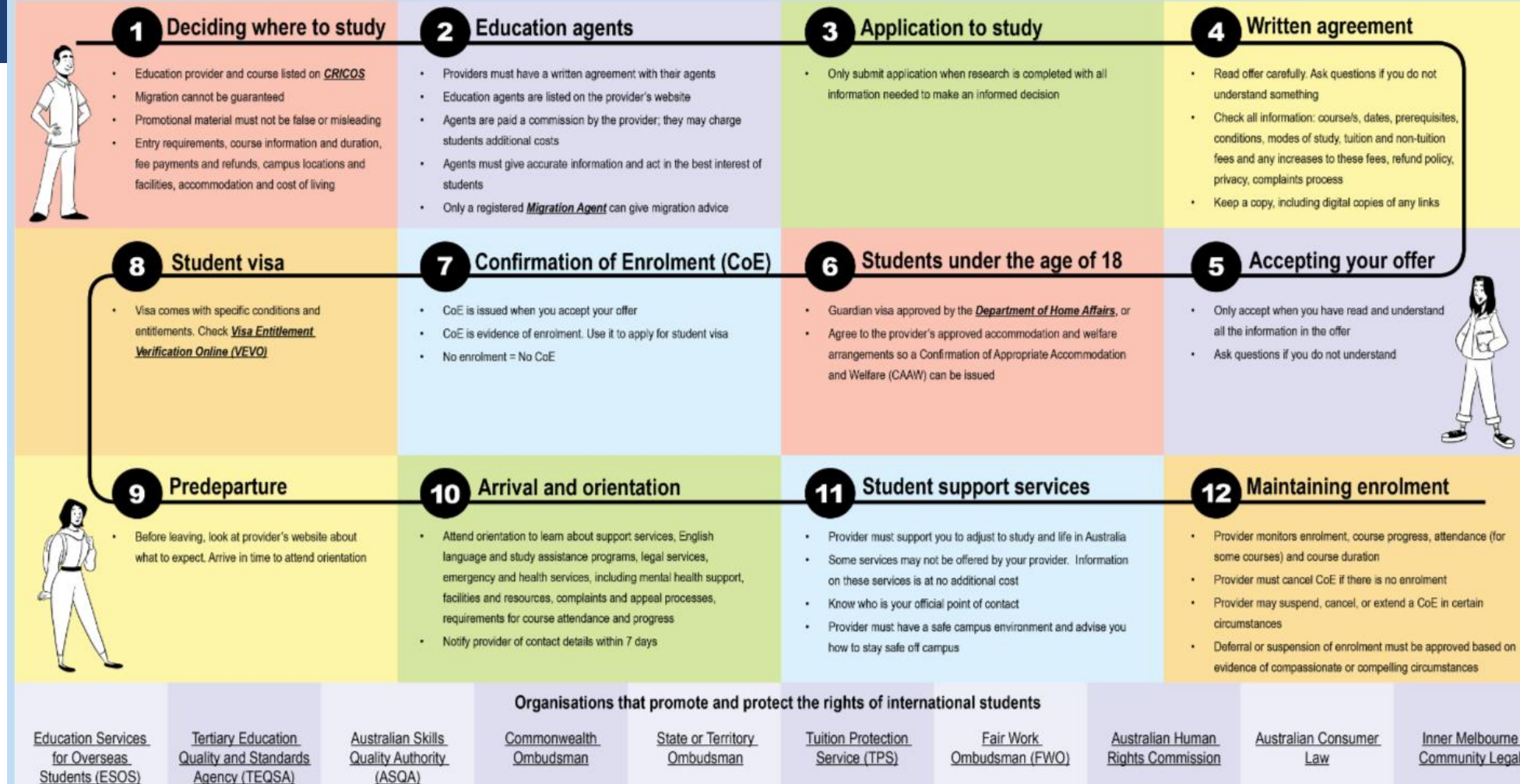
- NATIONAL FOUNDATION FOR AUSTRALIA-CHINA RELATIONS (澳中基金会)
- RMIT UNIVERSITY
- THE UNIVERSITY OF MELBOURNE
- ISANA International Education Association Inc.
- STUDY MELBOURNE
- Study NSW
- NSW GOVERNMENT
- UNSW SYDNEY

## Resources : Contact Points

# From the Home page

## Resources: The ESOS Journey for International Students

### THE ESOS JOURNEY FOR INTERNATIONAL STUDENTS





# Home Page

## Resources : Lived Experiences

Lived Experience Toolkit (LET)  
Mental Health Support for International Students  
©2022 LET YOUR STORY TALK

Proudly funded by



## 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/>



"ISANA believes the creation of a resource that inspires conversation and destigmatises mental health within the international student community will be a valuable asset available for use by all NSW education providers. We will bring our unique practice that creatively engages international students through powerful storytelling which in turn will inspire connection and understanding with audiences. The resource will address key issues impacting international students and the stories told will underpin the development of a digital orientation toolkit." *Annette Kalczyńska, ISANA ACTIVE NSW Branch President, August 2022.*

# From the Home page



ISANA and the project team would like to thank the members who gave up their time to test the NCT on 22 July (2019) at Graduate House, University of Melbourne.



**Australian Government**  
**Department of Education**

*This project is supported by the Australian International Education: Enabling Growth and Innovation project fund, Department of Education. For further information, please click [here](#).*

## History

Since 2007 ISANA hosted an online tutorial covering the National Code. For many years, this assisted in the understanding of the Code's standards within the international education industry.

The purpose of the new online tutorial is to aid international education professionals in adhering to specific standards under the National Code 2018. This tutorial is especially useful as a staff training tool for those new to the international education industry or for those wishing to update their knowledge of National Code obligations.

In 2018, Minister Birmingham announced that the Department of Education had awarded \$2.1M across 14 projects as part of the Enabling Growth and Innovation (EGI) Project.

Speaking from the CISA conference in 2018, ISANA President, Bronwyn Gilson, said...

"We are very excited to be able to make improvements and updates to such an important tool, over the last 14 years many new student services professionals have had their introduction to the National Code through the online tutorial and this will allow us to ensure that at a minimum there will be a basic level of understanding across the profession in Australia. It is essential that every person working in the sector understands and complies with the code and this will allow providers to be more confident of the level of understanding among their employees."

The project steering group comprised Bronwyn Gilson, ISANA National President, Molly Bonnefin, ISANA National Treasurer and Mary Ann Seow, Project Manager. IEKnowledgebase collaborated with ISANA to develop the content of the new National Code Tutorial.

Throughout the creation of the National Code Tutorial, complete content coverage was ensured by an incorporated student voice. The testing phase commenced in July 2019.

The new National Code Tutorial reflects changes to the Code that came into effect on 1 January 2018. The structure allows professionals to access information relevant to their professional roles. The modules explain each of the 11 Standards and provide an interactive learning experience with sector-specific scenarios.

## ISANA 2024 Professional Development

### Upcoming Professional Development

ISANA Members have access to the slides, recordings and other materials from each professional development event where made available.

Date	Online/Venue	Topic
Thursday 17 October 2024  3pm – 4pm (AEDT)	Online via Zoom  Host: ISANA VicTas	More information & to register: <i>Rental Rights for International Student Support Workers</i>  Presenter: Ben Cording, Tenants Victoria
Wednesday 20 November 2024  2pm – 4.30pm (AEDT)	In-person & online via Zoom  Host: ISANA ACTiveNSW	More information: <i>How integrated is your Digital Security process? The Holistic Digital Security Framework (HDSF)</i>  Speaker: Greg Porter, Greg Porter Advisory
Wednesday 4 & Thursday 5 December 2024	Face-to-face, Adelaide  Convention Centre, South Australia	ISANA 34th National Conference  <i>Freshen Up Your Toolkit To Support International Students and Refresh Yourself</i>  <b>Website</b>

### Previous National Professional Development

ISANA Members have access to the slides, recordings and other materials from each professional development event where made available.

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