

# **Attachment B**

**Public Exhibition Report –  
Findings and Response –  
Draft International Education Action Plan**

# Engagement Report



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International Education Action Plan

May 2018



# Engagement report

## International Education Action Plan

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## Summary

The City of Sydney consulted the community about its draft International Education Action Plan from 28 February 2018 to 27 April 2018. The action plan includes actions to support international students and help them form lifelong connections with Sydney. The consultation included online engagement, public notices and face-to-face opportunities at local events. The Sydney Your Say page attracted strong interest, and the City received 27 submissions and 20 survey responses.

Overall, the community was supportive of the action plan.

### Key Findings

- There was overall support for the International Education Action Plan
- Respondents from the industry were in favour of future collaboration with the City of Sydney

This reports summarises the community engagement activities that were implemented to support the consultation and the key findings from the consultation.

## Background

In 2016, more than 35,000 international students were studying on campuses in the City of Sydney and more than 10,000 were living locally. Many international students who come to Sydney are living away from home for the first time. During their stay, their families and communities rely on us, as their host city to provide them with a safe and rewarding experience.

The City recognised the need for a coordinated approach to initiatives for international students. Through research and collaboration, the City prepared the draft international education action plan which sets out a framework for supporting the international tertiary education sector over the next 10 years. The City placed the draft plan on public exhibition from 28 February 2018 to 27 April 2018 to seek feedback from key stakeholders.

## Engagement Summary

### Purpose of the engagement

The purpose of the engagement was to:

- Gather feedback from key stakeholders about the current International Education Action Plan.
- Determine the level of satisfaction with the draft plan.
- Partner with key stakeholders to improve support and provide a harmonious experience for tertiary international students.
- Understand key challenges faced by international students and identify gaps in service provision.
- Determine whether the listed actions fit the International Education Action Plan's aim, for Sydney to remain a leading education destination in Australia and across the globe.
- Educate the community about the importance of attracting international students to Sydney.

## Outcomes from the engagement

### 1. 1. Submissions received

27 submissions were received during the public exhibition period. 2 submissions were from community groups, 5 were from individuals and 20 were from organisations. The organisations that made submissions are detailed below.

Name of organisation
Council of International Students Australia (CISA)
UNSW
Fire and Rescue NSW (FRNSW)
Public Health, UTS
Institute for Public Policy and Governance, UTS
Navitas
UTS
NSW Government, Department of Industry
Joint submission from: <ul style="list-style-type: none"> <li>- Centre for Social Research in Health, UNSW</li> <li>- School of Science and Health, Western Sydney University</li> <li>- ACON Policy, Strategy and Research</li> <li>- ACON Community Partnerships and Population Health Programs</li> <li>- HIV and Related Programs Unit, South Eastern Sydney Local Health District</li> </ul>
Insider Guides
AGSM
DFAT
YHA
Gradability
Health, South Eastern Sydney local Health District
Tangerine Training
Redfern Legal Centre
Sydney University Postgraduate Representative Association (SUPRA)
Macquarie University
International Education Association of Australia (IEAA)
COCCON

### 2. Surveys

A survey about the plan for students and alumni was completed seven times. 85.7% of respondents either strongly agreed or agreed that the actions in the plan will:

- Support newly arrived international students feel welcome
- Support international tertiary student's wellbeing
- Support work-integrated learning.

See appendix A for the students and alumni survey results.

The survey for people within the tertiary education sector was completed 13 times.

- 81.82% of respondents either strongly agreed or agreed the actions in the plan support newly arrived students in feeling welcome

- 90% of respondents either strongly agreed or agreed the actions in the plan support international student's wellbeing
- 77.7% respondents either strongly agreed or agreed the actions in the plan support work integrated learning.

See appendix B for the stakeholder and community survey results.

## Key findings

A summary of submissions and key findings are provided below:

### Individuals

An individual **commented** they like the way the plan is arranged. Out of 5 individual submissions received the following **suggestions** were made:

- pre-departure information such as a translated student guide
- two individuals commented they would like to see greater connections between Indigenous Australians and international students
- involve international students who study in Wollongong and live in Sydney, as they face difficulties interacting in both communities

### Community groups

Two community group submissions **commented**:

- culture shock is a concern and affects educational performance and language barriers inhibit access to services
- some Chinese and Indian students feel they are discriminated against when looking for employment and accommodation
- cost of transport for international students should be the same as local students
- more focus is needed on building international students' awareness of Indigenous people's cultures and history

Their **suggestions** include:

- incorporate local libraries as a gateway for more local interaction
- promote multilingual on arrival information on how to adjust from a student's perspective
- encourage employers to offer part-time employment as well as organised volunteering and internship opportunities
- Support education providers to embed information on students' rights and basic services into language and educational programs
- advocate for extending international student discounts for arts, movies, clubs and gyms
- have inaugurated programs and networking initiatives for students from both Sydney and Wollongong

### Industry

20 industry submissions were made and all supportive of the plan. UNSW congratulates the City of Sydney for having the foresight to develop an International Education Action Plan. Public



Health, UTS and Institute for Public Policy and Governance, UTS commented it is commendable that the draft plan recognises the impact of migration stress and adjustment, mental health and the availability of safe and affordable housing as key wellbeing issues.

Navitas, Macquarie University's Alumni Relations Department and the Department of Industry expressed interest in working with/continuing to work with the City of Sydney as strategic partners to support the realisation of the plan.

The following **comments** were made:

- Fire and Rescue NSW conducted research (Mosaic profiling tool) in NSW. Findings show International Students are in our top ten "Most at risk" groups not knowing:
  - FRNSW role and service delivery as an Emergency service
  - How to call RRNSW in an Emergency, Triple Zero (000)
  - Unsafe cooking practices within their households
  - Covering installed Fire Safety equipment with plastic bags whilst cooking with portable LPG woks inside their premises
- Public Health, UTS and the Centre for Social Research in Health, UNSW expressed concern about the vulnerability of young female international students to gender based harassment and assault, and their access to information and affordable sexual and reproductive health care. Also the high number of abortions and unplanned pregnancies amongst international students, as well as rising STI diagnoses. There is an increase of international students accessing services at South Eastern Sydney Local Health District, particularly around maternity services.
- International students' impact on environment regarding whitegoods and furniture. They are often unclear of disposal options and removalists are expensive so they throw it in the bin or leave it on side of road.
- There is a critical shortage of property in Sydney zoned for education use (Class 9B). Gradability said escalating rents for schools (nearly double the equivalent price of Melbourne) and landlords not providing welcoming environments for students make it easier and more cost effective to expand their interstate operations, rather than in Sydney.
- international students are targeted and vulnerable to exploitation in housing, employment, consumer scams and issues with education providers
- My Legal Mate app in final stages of development providing tutorials and written material in multiple community languages, according to Redfern legal Centre
- international students make up 65% of Sydney University Postgraduate Representative Association's total casework clients with a vast majority from China
- currently accommodation and tenancy issues make up 50% of Sydney University Postgraduate Representative Association's new cases for international students
- according to Macquarie University's PACE program research:
  - international student numbers are higher in some discipline areas than others and opportunities need to fit demand
  - students may have low expectations of internships based on home experience
  - value of internships and other activities needs to be clearly communicated as students want a return on investment for their expensive education
  - may not realise that part-time options are available and may need or prefer paid work over an unpaid internships
  - may prefer placements in well-known organisations recognised by employers in their home country or are perceived as offering better placement experiences
  - placement location is particularly important for international students, not eligible for transport concessions and may not have own transport



Their **suggestions** include:

- strengthen connections with regional universities
- introduce some degree related WIL programs to contribute towards the skill development and provide the relevant work experience for future employability
- adopt more scalable ways to maximise WIL opportunities for international students in Sydney by engaging employers based in the Sydney area (Disclosure: Readygrad has submitted a proposal to City of Sydney for a pilot in this regard)
- introduce peer education strategies and the establishment of international student advisory groups to guide health education and campaigns
- facilitate proactive and better interconnected health referral pathways so students can get necessary information from the first day of their arrival in Sydney and continue to receive adequate and culturally tailored support for their sexual health needs throughout the first few years
- look at The British Council's example of in country pre-departure sessions in primary recruitment markets (suggestion made by UTS)
- educate employers in Australia about the Post Study Work Visa as there is a large number of employers that don't provide graduate trainee positions to students without permanent residency due to visa status uncertainties
- consider investigating ways to convert tourists to international students
- look at Melbourne and Brisbane examples for a CBD drop-in centre to engage with international students seeking assistance with health, accommodation, financial management, legal support and safety
- create an online portal that allows businesses to list jobs, work experience and workshops relevant for international students
- provide small grants for enterprising international students to work on challenges that will improve international student experience
- promote online options to sell or giveaway stuff and provide information on responsibilities about recycling and waste disposal, particularly when living in apartments
- identify strategies to attract students studying elsewhere in Australia to visit Sydney and facilitate partnerships with key stakeholders to ensure a positive experience while in Sydney
- showcase an arts-based approach to prevention that enables international students to creatively engage with potentially difficult issues and maintain a focus on wellbeing rather than risk (event being planned with several stakeholders including City of Sydney and Tangerine Training)
- better promote the free independent legal service provided by Redfern legal Centre and availability of free translation services
- provide more culturally sensitive and Multilanguage information regarding sexual assault and harassment (Redfern Legal Centre's recommendation)
- host Alumni Engagement Activities along with Sydney Based Universities in China (e.g. City of Sydney arranged alumni event in Guangzhou 2016 to celebrate 30 years of sister city relationship)
- promote the value of international student alumni in supporting and encouraging new international students
- increase volunteering opportunities that are accessible to all international students and promote a 'shared value' for both students and employers

**Comments made in submissions:**

Welcoming	Wellbeing	Work integrated learning	Other
Find it hard to adjust to different culture	Culture shock	Expectations of internships based on home experience	Transportation concessions
University of Wollongong's international Students find it hard to fit in	Discrimination (against Chinese and Indian students)	International student numbers are higher in some discipline areas than others and opportunities need to fit demand	Impact on environment regarding whitegoods and furniture
	Fire and rescue NSW report shows international students in top 10 most at risk groups	May not realise that part-time options are available and may need or prefer paid work over an unpaid internships	Critical shortage of property in Sydney zoned for education use (Class 9B) ) and landlords not providing welcoming environments
	Vulnerability of young female international students to gender based harassment and assault	May prefer placements in well-known organisations recognised by employers in their home country or are perceived as offering better placement experiences	Accommodation and tenancy issues (make up 50% of Sydney University Postgraduate Representative Association's new cases for international students)
	Access to information and affordable sexual and reproductive health care and high number of abortions and unplanned pregnancies and rising STI diagnoses	Placement location is particularly important for international students, not eligible for transport concessions and may not have own transport	
	Vulnerability to exploitation in housing, employment, consumer scams and issues with education providers		

### Suggestions made in submissions:

Welcoming	Wellbeing	Work integrated learning	Other
Pre-departure information, look at The British Council's example of in country pre-departure sessions in primary recruitment markets	Education providers to embed information on students' rights and basic services into language and educational programs	More employers to offer part-time employment, volunteering and internships	Greater connections between Indigenous Australians and international students
Translated student guide for pre-departure and how to adjust on-arrival	Introduce peer education strategies and the establishment of international student advisory groups to guide health education and campaigns	Clearly communicate value of internships and other activities as students want a return on investment for their expensive education	Advocate for international student discounts
Involve international students studying in Wollongong and living in Sydney	Facilitate proactive and better interconnected health referral pathways	Introduce some degree related WIL programs	Investigate ways to convert tourists to international students
Local libraries, a gateway for local interaction	CBD drop-in centre	Adopt more scalable ways to maximise WIL opportunities	Promote online options to sell or giveaway stuff and provide information on responsibilities about recycling and waste disposal, particularly when living in apartments
Strengthen connections with regional universities	Provide small grants for enterprising international students to work on challenges	Educate employers in Australia about the Post Study Work Visa	Identify strategies to attract students studying elsewhere in Australia to visit Sydney and facilitate partnerships with key stakeholders to ensure a positive experience while in Sydney
	Showcase an arts-based approach to prevention that enables international students to creatively engage with potentially difficult issues and maintain a	Create an online portal that allows businesses to list jobs, work experience and workshops	Host Alumni Engagement Activities along with Sydney Based Universities in China

	focus on wellbeing rather than risk		
	Better promote the free independent legal service provided by Redfern legal Centre and availability of free translation services		Promote the value of international student alumni in supporting and encouraging new international students
	Provide more culturally sensitive and Multilanguage information regarding sexual assault and harassment (Redfern Legal Centre's recommendation)		

The below table are comments and suggestions grouped by topic not by respondent (the same submission may or may not have provided both comment and suggestion on a particular issue)

Welcoming			
Topic	Comments	Suggestions	CoS response
Cultural adjustment	<ul style="list-style-type: none"> <li>Find it hard to adjust to different culture, culture shock</li> </ul>	<ul style="list-style-type: none"> <li>Pre-departure information, look at The British Council's example of in country pre-departure sessions in primary recruitment markets</li> <li>Translated student guide for pre-departure and how to adjust on-arrival</li> </ul>	No further action - Cultural adjustment covered in welcoming (1.1;1.3) and wellbeing (2.4; 2.6; 2.9) themes already, and current BAU initiatives
Commuting students	<ul style="list-style-type: none"> <li>University of Wollongong's international Students find it hard to fit in</li> </ul>	<ul style="list-style-type: none"> <li>Strengthen connections with regional universities</li> <li>Involve international students studying in Wollongong and living in Sydney</li> </ul>	No further action - Wollongong students have the same access to the initiatives that all international students have living, studying or working in our local area

Interaction with locals		<ul style="list-style-type: none"> <li>Local libraries, a gateway for local interaction</li> </ul>	No further action – already covered under wellbeing action 2.8
<b>Wellbeing</b>			
Topic	Comments	Suggestions	CoS response
Cultural adjustment	<ul style="list-style-type: none"> <li>Culture shock (also above)</li> </ul>		No further action – as above, already covered
Discrimination	<ul style="list-style-type: none"> <li>Discrimination (against Chinese and Indian students)</li> </ul>		No further action – addressed through Wellbeing action 2.7
Fire safety	<ul style="list-style-type: none"> <li>Fire and rescue NSW report shows international students in top 10 most at risk groups</li> </ul>		No further action – Fire and Rescue already a strategic partner who the City works with to address these issues
Gender-based harassment and assault	<ul style="list-style-type: none"> <li>Vulnerability of young female international students to gender based harassment and assault</li> </ul>	<ul style="list-style-type: none"> <li>Provide more culturally sensitive and Multilanguage information regarding sexual assault and harassment (Redfern Legal Centre’s recommendation)</li> <li>Showcase an arts-based approach to prevention that enables international students to creatively engage with potentially difficult issues and maintain a focus on wellbeing rather than risk</li> </ul>	<b>Action taken –</b> wellbeing action 2.4 amended to include reference to need for culturally sensitive and multi-lingual resources; working in partnership to explore options for an arts-approach to prevention as part of existing item 206
Sexual and reproductive health	<ul style="list-style-type: none"> <li>Access to information and affordable sexual and reproductive health care and high number of abortions and unplanned pregnancies and rising STI diagnoses</li> </ul>	<ul style="list-style-type: none"> <li>Introduce peer education strategies and the establishment of international student advisory groups to guide health education and campaigns</li> <li>Facilitate proactive and better interconnected health referral pathways</li> </ul>	<b>Action taken –</b> reference added to wellbeing item 2.4. City staff part of advisory group on this matter and actively working to produce inter-agency resources; City had addressed issue at previous provider forum; Participating on inter-agency working group to raise awareness of international

			<p>student rights in relation to sexual health, assault and harassment which came about following the 2017 Education Provider Forum to produce resources tailored to international student needs on sexual assault and harassment; Contributing International Student Health Promotion Project to raise awareness of health promotion initiatives for international students including reproductive and maternity services</p>
<p>Vulnerability to exploitation</p>	<ul style="list-style-type: none"> <li>• Vulnerability to exploitation in housing, employment, consumer scams and issues with education providers</li> </ul>	<ul style="list-style-type: none"> <li>• Education providers to embed information on students' rights and basic services into language and educational programs</li> <li>• Better promote the free independent legal service provided by Redfern legal Centre and availability of free translation services</li> </ul>	<p><b>Action taken</b> – The City's Health and Building Unit recently recruited two unauthorised accommodation focused positions (one building surveyor and one investigator) who will work together on responding to reports of illegal use and unauthorised works to facilitate illegal use. Running parallel with case management of reports and enforcement work, a cross-unit collaboration will take place in the City and with external partners in a strategic approach to fixing the problem of substandard unauthorised accommodation focused on a</p>

			<p>sustainable solution.</p> <p>Concerted effort made to better promote Redfern Legal Centre's International Student Service through existing City channels including the availability of free translating services such as on the Sexual Assault Resource Factsheet and SBS co-produced brochure for international student outreach</p>
Addressing broader issues		<ul style="list-style-type: none"> <li>• CBD drop-in centre</li> <li>• Provide small grants for enterprising international students to work on challenges</li> </ul>	<p><b>Action taken</b> – although student centre/hub is an existing action item under wellbeing 2.5, City has recently supported the Redfern Legal to lead on progressing this project; the City's grants and sponsorships have been actively promoted to the sector</p>
<b>Work integrated learning</b>			
<b>Topic</b>	<b>Comments</b>	<b>Suggestions</b>	<b>CoS response</b>
Expectations	<ul style="list-style-type: none"> <li>• Expectations of internships based on home experience</li> </ul>	<ul style="list-style-type: none"> <li>• Clearly communicate value of internships and other activities as students want a return on investment for their expensive education</li> </ul>	No further action – already covered in work-integrated-learning actions 3.3;3.4;3.6
Supply and demand	<ul style="list-style-type: none"> <li>• International student numbers are higher in some discipline areas than others and opportunities need to fit demand</li> </ul>	<ul style="list-style-type: none"> <li>• More employers to offer part-time employment, volunteering and internships</li> <li>• Adopt more scalable ways to maximise WIL opportunities</li> </ul>	No further action – already covered in work-integrated-learning actions 3.2;3.3;3.4.3.7
Access to flexible arrangements	<ul style="list-style-type: none"> <li>• May not realise that part-time options are available and may</li> </ul>	<ul style="list-style-type: none"> <li>• Create an online portal that allows businesses to list</li> </ul>	No further action – already covered in work-integrated-



	need or prefer paid work over an unpaid internships	jobs, work experience and workshops	learning actions 3.3;3.4
WIL hosts	<ul style="list-style-type: none"> <li>• May prefer placements in well-known organisations recognised by employers in their home country or are perceived as offering better placement experiences</li> <li>• Placement location is particularly important for international students, not eligible for transport concessions and may not have own transport</li> </ul>		No further action - already covered in work-integrated-learning actions 3.3 and 3.7
		<ul style="list-style-type: none"> <li>• Introduce some degree related WIL programs</li> </ul>	No further action – the City is not an education provider
		<ul style="list-style-type: none"> <li>• Educate employers in Australia about the Post Study Work Visa</li> </ul>	No further action - already covered in work-integrated-learning actions 3.2,3.7
<b>Other topics</b>			
	<b>Comments</b>	<b>Suggestions</b>	<b>CoS response</b>
Transport concessions	<ul style="list-style-type: none"> <li>• Transportation concessions should be provided to international students</li> </ul>	<ul style="list-style-type: none"> <li>• Advocate for international student discounts</li> </ul>	No further action – already covered in work-integrated-learning actions 3.2 Transport concessions are controlled by the NSW state govt, the City advocates where appropriate
Environmental impacts	<ul style="list-style-type: none"> <li>• Impact on environment regarding whitegoods and furniture</li> </ul>	<ul style="list-style-type: none"> <li>• Promote online options to sell or giveaway stuff and provide information on responsibilities about recycling and waste disposal, particularly when living in apartments</li> </ul>	<b>Action taken</b> – additional action added in wellbeing item 2.10 to communicate environmental sustainability to international students
Property shortage of	<ul style="list-style-type: none"> <li>• Critical shortage of property in Sydney zoned for education</li> </ul>		<b>Action taken</b> – planning unit of the

education institutions	use (Class 9B) ) and landlords not providing welcoming environments		City notified of this concern
Accommodation and tenancy	<ul style="list-style-type: none"> <li>Accommodation and tenancy issues (make up 50% of Sydney University Postgraduate Representative Association's new cases for international students)</li> </ul>		<p><b>Action taken</b> – The City's Health and Building Unit recently recruited two unauthorised accommodation focused positions (one building surveyor and one investigator) who will work together on responding to reports of illegal use and unauthorised works to facilitate illegal use. Running parallel with case management of reports and enforcement work, a cross-unit collaboration will take place in the City and with external partners in a strategic approach to fixing the problem of substandard unauthorised accommodation focused on a sustainable solution.</p>
Indigenous Australians		<ul style="list-style-type: none"> <li>Greater connections between Indigenous Australians and international students</li> </ul>	No further action – item covered in wellbeing 2.9 and welcoming 1.1

Linking tourism sector and education sector		<ul style="list-style-type: none"> <li>• Investigate ways to convert tourists to international students</li> <li>• Identify strategies to attract students studying elsewhere in Australia to visit Sydney and facilitate partnerships with key stakeholders to ensure a positive experience while in Sydney</li> </ul>	No further action - figures show this is already a strong driver within the tourism sector
Alumni		<ul style="list-style-type: none"> <li>• Host Alumni Engagement Activities along with Sydney Based Universities in China</li> <li>• Promote the value of international student alumni in supporting and encouraging new international students</li> </ul>	No further action – already covered in welcoming 1.2 and 1.3

## Activities to support and promote the consultation

### a. Pre-consultation

Before the action plan went on public exhibition, the City held a workshop with students from the International Student Leadership and Ambassador Program (ISLA) to co-design parts of the consultation. At the workshop, participating ISLA students were asked to help design questions for other international students about the action plan’s three themes. Workshop results were used to design the consultation program. Such insights will provide useful information to the international education sector.

### b. Sydney Your Say website

A project page on Sydney Your Say (<https://www.sydneyyoursay.com.au/international-education-action-plan>) included an electronic copy of the International Education Action Plan, a link to the online surveys and other key information about the consultation.

There were two surveys for people to provide feedback on the page. One tailored for students and alumni stakeholders and one for tertiary education sector stakeholders and the community. They were translated in several languages to provide the culturally and linguistically diverse audience access to the consultation. They were translated into Chinese, Korean, Spanish, Thai and Vietnamese.

The Sydney Your Say page was visited 1, 100 times and the International Education Action Plan was downloaded 430 times. This result indicates a high level of interest and that a significant number of people were engaged over the consultation period.

### c. Letter from the CEO

A letter from the CEO was emailed to 319 stakeholders in April 2018, inviting participation in the consultation.

### d. Electronic Direct Mail (EDM)

The opportunity to participate in the consultation was promoted in an Electronic Direct Mail newsletter in April 2018. The EDM was sent to 302 unique subscribers.

### e. Press ad

Press ads were placed in local newspapers and the Sydney Morning Herald.

- Southern Courier – 6 March 2018
- Central Courier – 7 March 2018
- Inner West Courier-City – 6 March 2018
- Wentworth Courier – 7 March 2018
- Sydney Morning Herald – 10 March 2018

**Public Notice**

**What do you think of our international education action plan?**

The plan is focused in three ways: welcoming, wellbeing and work-integrated learning. It includes actions to improve support and foster a positive experience for international students, which will help them and their families form lifelong connections with Sydney.

We are keen to hear from people in the tertiary international education sector, including students, alumni, education providers, support services, supporting businesses, accommodation providers, education agents and residents.

This feedback will help shape a collaborative plan and help provide a harmonious experience to international students.

Please view the draft plan and give your feedback at [sydneyyoursay.com.au](http://sydneyyoursay.com.au) by 5pm Friday 20 April 2018.

[cityofsydney.nsw.gov.au](http://cityofsydney.nsw.gov.au)  
 Sydney2030/Green/Global/Connected

For more information call 02 9265 9333 or email [council@cityofsydney.nsw.gov.au](mailto:council@cityofsydney.nsw.gov.au)

*city of villages*

**CITY OF SYDNEY**

### f. Lord Mayor's Welcome: post-event survey

A survey was created by The City for tertiary international students to take after attending the Lord Mayor's Welcome to International Students event. It allowed students to provide feedback on the event including ranking aspects of the event and providing comments and suggestions. The survey revealed that the event had a positive impact on making international students feel 'welcome'.

- The most popular response to the question 'overall, how would you rate the event' was 'outstanding', the top rating available.

- Respondents were asked what impact the event had on them. A majority of respondents 'strongly agreed' that they felt welcomed into Sydney by the event.

More data from the survey is available in Appendix C.

## g. Social media

The City released several organic posts on Twitter and LinkedIn in March and April 2018.

The LinkedIn post received 13 likes, shares or comments and the Twitter posts received 156 total engagements. Screenshots of these social media posts are provided below.



**City of Sydney @cityofsydney**  
 Our international education action plan has been developed to support international students and help them form lifelong connections with Sydney. We're seeking feedback now via [#sydneyyoursay](https://www.sydneyyoursay.com.au)  
<http://ow.ly/LwSV30iKlek>  
[pic.twitter.com/Jey81HgZ0i](https://pic.twitter.com/Jey81HgZ0i)



**City of Sydney @cityofsydney**  
 The feedback period for our international education action plan has been extended. You can now have your say on the plan by 5pm on Friday 27 April  
<http://ow.ly/ZxQR30jz3mZ>  
[#sydneyyoursay](https://www.sydneyyoursay.com.au)  
[pic.twitter.com/Lsz80L6e51](https://pic.twitter.com/Lsz80L6e51)



**City of Sydney @cityofsydney**  
 A reminder to have your say on the City's international education plan. It outlines our plans to support international tertiary students in Sydney over the next ten years  
<http://ow.ly/OQ1L30j47X5>  
[#sydneyyoursay](https://www.sydneyyoursay.com.au)  
[pic.twitter.com/RQeCq6paTH](https://pic.twitter.com/RQeCq6paTH)

## h. Postcard

A postcard was designed to promote participation in the consultation. These were distributed at several stakeholder events. 1, 200 postcards were printed.



**HAVE YOUR SAY ON OUR INTERNATIONAL EDUCATION ACTION PLAN**

**Our international education action plan**

The plan is focused in three ways: welcoming, wellbeing and work-integrated learning. It includes actions to improve support and foster a positive experience for international students.

We want to hear from people in the tertiary international education sector, including students, alumni, education providers, support services, supporting businesses, accommodation providers, education agents and residents.

Feedback will help provide a harmonious experience to international students.

View the draft plan and give your feedback at [sydneyyoursay.com.au](http://sydneyyoursay.com.au) by 5pm Friday 20 April

**HAVE YOUR SAY ON OUR INTERNATIONAL EDUCATION ACTION PLAN**



**CITY OF SYDNEY** 

## i. Events

The consultation was promoted at several events. This included liaising with stakeholders about the consultation and handing out postcards. The events are listed below:

- 20 March – Lord Mayor’s Welcome event
- 9 April - International education data gap identification workshop hosted by IEAA, 5 education provider stakeholders
- 11 April - International Schools of Sri Lanka familiarisation visit to Sydney, delegation will consist of 19 school principals from this organisation, coordinated through AIS NSW
- 12 April - Macquarie University Briefing on the International Education Action Plan
- 13-22 April - Several events at Youth Week

## Attachments

Draft international education action plan

<https://record.cityofsydney.nsw.gov.au/2017/577673>

Appendix A – Students and alumni survey results

<https://record.cityofsydney.nsw.gov.au/2018/309063>

Appendix B – Stakeholder and community survey results

<https://record.cityofsydney.nsw.gov.au/2018/309062>

Appendix C – Lord Mayor's Welcome

<https://record.cityofsydney.nsw.gov.au/2018/340873>