

## Message from Noelene Merrey, Chief Executive Officer

Dear Readers

I am glad to see the end of financial year 2013/2014 and look forward to some new projects coming onstream in 2014/2015.

2013 to-date has been an exciting/challenging year for ISA Group and in our quest towards providing excellent customer service, we initiated a customer satisfaction survey. I want to express my sincere thanks to all respondents for taking the time to complete this survey, as we know how precious your time is. We take all your comments on board and will strive to improve on, and continue to deliver, excellent customer service at all times.

Among the main activities initiated by ISA Group is our participation at the Dublin Working Abroad Expo in Ireland which was a tremendous success with enormous interest and enquiries by potential migrants waiting to move and live in Australia.

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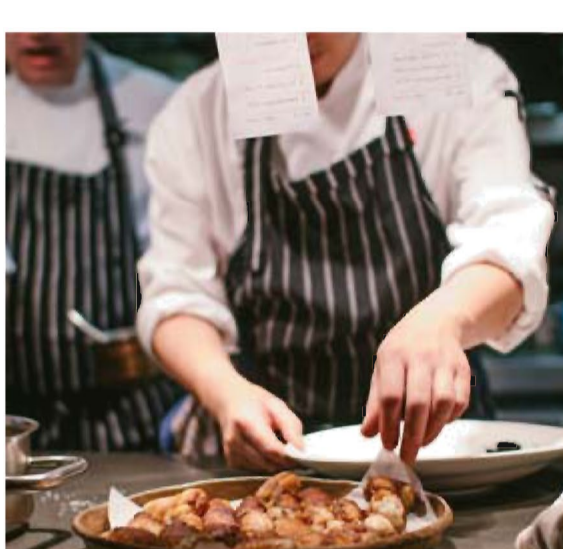
## Legislation Updates

Effective 1 July 2014, trades including chefs, bricklayers and tilers are now added to Australia's Skilled Occupation List (SOL) paving the way forward for foreign workers with qualification or work experiences in these areas for permanent visas without a sponsor.

According to Noelene Merrey, this addition will help meet the skills needs of the Australia economy, where there are significant shortages.

"This was announced on 9 June 2013 by the Minister for Trade and Investment, the Hon. Andrew Robb, and the Assistant Minister for Immigration and Border Protection, Senator the Hon. Michaelia Cash.

"The addition of these occupations will be especially welcomed in regional areas, where there is a known deficit of skilled workers in the hospitality and construction industries," she added.



## Working Abroad Exhibition in Dublin, Ireland

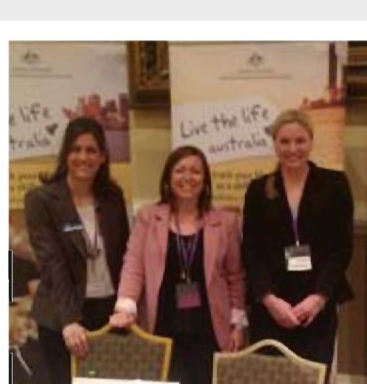
With the recent opening of our UK office in London, ISA Group participated in a two-day *WorkingAbroad* exhibition from 17 May to 18 May 2014 in Dublin which was hailed a tremendous success.

Present at the exhibition to welcome the visitors at ISA Group's booth were Noelene Merrey, CEO and Leanne Short, International Recruitment Manager, ISA Group UK office.

"We received a tremendous amount of enquiries and interest from our visitors about living and working in Australia. The majority of visitors to the stand enquired about the processes involved in applying for Australia's temporary and permanent residency visas. All in all, it was a great brand awareness exercise for our new UK office," said Noelene.

Other enquiries included questions about the preparations required to relocate to a new country, assessment of skills, opening of bank accounts, arrangement of health insurance and seeking for suitable employment in Australia.

Lucky draws were conducted and we distributed Australian souvenirs, which were received with enthusiasm. We look forward to welcoming some of the visitors to our stand to Australia in the future.



## Feature News

### Filipino Tilers Enjoy a New Life in New South Wales

ISA Group has successfully recruited a group of experienced and qualified tilers from Philippines for Don Tiles located in Narellan, New South Wales.

Interviews and skills testing were conducted at ISA Group's training centre located in Manila Philippines in the presence of Vito D'Onofrio, owner of Don Tiles and Robert Briscas, the skills assessor in late April 2014.

"I was extremely impressed with the whole recruitment process. The main point was that I can actually see how the potential candidates work which was very helpful in the selection process. I was very comfortable with everything and we were looked after well by Brett and the team. If all goes well with the first four employees, we will be back for a much bigger recruitment drive next year," said Vito.

Brett Merrey, International Recruitment Director for ISA Group said that the shortlisted candidates provided by ISA Group met with Don Tiles stringent requirements. "Four of the candidates have been selected with two reserves, and they are expected to make the move to Narellan by end of July 2014."

"The management team at Don Tiles has expressed their thanks and were happy with the services provided by ISA Group and most importantly, fulfilling the criteria set in selecting skilled and qualified labour."



## Feature News

### Mandarin Seminar on Migrating to Australia

Australia is a spectacular and awe inspiring destination which offers unique experiences together with an innovative culture. It is also a great place to do business and ISA Group in association with Hong Kong Business Association and RSM Bird Cameron, recently held a complimentary Mandarin seminar to pave the way for those wishing to make the move on setting up a business in Australia.

Held on 29 April 2014, a myriad of topics was presented and ISA Group expounded on the range of visa options available and immigration requirements for people seeking to invest in Australia, establish a business, and the mandatory practical steps and logistical procedures required.

An overview of the Australia tax system, information on various investments and opportunities available in Australia were also presented.

More than 40 guests attended the seminar, enjoying light refreshments and the opportunity to network with speakers and other industry colleagues.

