



2026 Federal ICPA Website Report

Nikki Macqueen, Federal ICPA Webmaster -QLD

The ICPA website has now been operating successfully for six years and continues to be a valuable resource for members across Australia. As our organisation continues to grow and technology evolves, new opportunities arise to refine and improve the website. We continue to work closely with our website developer, Mark Howell at Enrega, an Australian-owned small business, whose responsiveness and expertise have enabled us to maintain an efficient, reliable and user-friendly website.

The website is unique in that it supports Branch, State and Federal levels within a single platform, while maintaining separate branding for each State. This structure provides a consistent user experience while allowing each level of the organisation to retain its own identity.

Website security updates and general maintenance continue to be carried out on an ongoing basis to ensure the site remains secure, reliable and up to date.

Enhancements have been made to Brevo email preferences and unsubscribe options to ensure compliance with current requirements and improve the member experience.

Our State Webmasters continue to receive one-on-one training from Kym Ross and have ongoing access to both Kym and myself for support whenever assistance is required. This ensures they are well supported and able to confidently manage their respective areas of the website.

During a recent review of the website and State pages, it became apparent that some States have listed team members without contact details. Providing telephone numbers and/or email addresses where appropriate enables members to contact the correct portfolio holder for advice and assistance. We encourage all States to review these details and update them where required.

Another area requiring attention is outdated information. This is not limited to State pages, as there is also information on the Federal website that requires updating. We appreciate that obtaining current information from portfolio holders can be challenging; however, outdated content—particularly information relating to allowances and member services—does not reflect well on the organisation. We strongly encourage State Presidents to ask their portfolio leaders to review their website pages and provide their Webmaster with any updates as soon as possible.

All States can request a website traffic report from Enrega, similar to the latest Federal website usage report attached. These reports provide valuable insights into website activity and can assist with identifying opportunities to improve member engagement.

States are also reminded to contact Mark at Enrega well in advance when planning website updates or conference-related work. Advance notice allows work to be scheduled appropriately, and States are encouraged to take a proactive approach in coordinating their website requirements.

Following a recent meeting with Mark, we were advised of a new platform upgrade that will enable many of our proposed projects to be completed. The work secured for the website includes:



- Member-only (locked) pages: Development of secure, members-only pages for each website remains a priority. This feature is very achievable and would encourage greater engagement with the website by providing members with access to exclusive information after logging in.
- Donation button: A dedicated donation button is being developed to support contributions to Branch, State and Federal Councils. This has been a long-standing request, and an upgrade to the website's operating system will now enable us to progress this work.
- PDF tax invoices: We continue to address the issue with PDF tax invoices. With the required Drupal module update now available, resolving this remains one of our highest priorities.
- Gift Memberships: Members have expressed interest in the ability to purchase Gift Memberships. This functionality is currently being investigated and is under development.
- Recurring Memberships: This feature has been on the Tech Team's wishlist for some time but could not previously be implemented due to a malfunctioning website module. Following the recent platform upgrade, the functionality will be revisited, with the hope that the issue has now been resolved and recurring memberships can be successfully introduced.
- Password visibility: We are investigating the addition of a password visibility icon (the "eye" symbol commonly found on login screens) to allow users to view the characters they have entered when typing their password. This small enhancement would improve usability and reduce login errors.

States are also reminded to contact Mark at Enrega well in advance when planning website updates or conference-related work. Advance notice allows work to be scheduled appropriately, and States are encouraged to take a proactive approach in coordinating their website requirements.

If you experience any issues renewing your membership, or notice anything on the website that doesn't appear to be working correctly, please don't hesitate to contact the Tech Team. Our contact details can be found on the Federal Teams page under Other Federal Team Members.

We also welcome your feedback, suggestions and ideas. Whether you have identified an issue or have an opportunity to improve the website, we are always happy to hear from members and Branches and will follow up wherever possible.

Finally, I would like to sincerely thank the members of the Tech Team for their unwavering support, commitment and countless volunteer hours. Your willingness to share your knowledge and work collaboratively continues to play an important role in maintaining and improving our website and database for the benefit of all ICPA members.



An overview of the statistics for the ICPA website over the last 28 days.

Views by Page title and screen class ✓

PAGE TITLE AND SCREEN ...	VIEWS
ICPA Isolated Children's Par...	2.4K
Resources ICPA	997
55th Annual Federal Confere...	794
Checkout ICPA	726
Register for the Conference ...	715
Useful links ICPA	659
News and Events ICPA	417

[View pages and screens →](#)

