

2024 ICPA Is MOVING TO A ROLLING MEMBERSHIP MODEL - Q & A.

Q. What type of membership model do we currently have?

A. ICPA currently uses a fixed membership model, where all memberships fall due on the same date. Currently, the membership year starts on January 1st and expires on December 31st each year. This model does not lend itself to a 'set and forget' recurring membership and also puts a heavy workload on volunteers who operate the back of house on the website as the system is very manual. It is not user-friendly, and this can result in unintentional human error.

Q. Why is ICPA moving to a rolling membership model?

A. New members will benefit by paying for a full 12-month subscription ie. if someone joins or renews in May one year, their membership falls due in May the following year. Currently, members joining late in the year are asked to renew their membership again in December to accommodate the fixed membership expiry date of December 31. The rolling membership model will remove this cut-off expiry date and membership will fall due 12 months after joining. The workload on the volunteer membership and website team will also be reduced as many more processes will be automated rather than done manually.

Q. What is a recurring payment option?

A. All members joining or renewing online will be offered the opportunity to set up recurring membership payments. This will allow you to set and forget- your membership will renew automatically every 12 months unless you cancel it. You will receive a notification a couple of weeks before your membership expires to say it will renew on a certain date. It is important to note that Recurring payments will be offered as an option only and is not mandatory.

Q. I always pay my membership manually through my Branch. Will I still be able to do this?

A. We encourage everyone to join or renew online and utilise all available options. Joining online will now be easier following an overhaul of this feature on the website to create a more streamlined, user-friendly experience. Joining online significantly reduces the workload on our volunteers and ensures you receive membership benefits from the minute you pay, receive renewal notifications, set up recurrent payment options, easy conference registration, and so on. However, if you don't have access to the internet or aren't computer savvy your Branch will be more than happy to assist you to pay your membership through them. If you pay manually, your membership will fall due on January 1st.

- Manual membership payments will still be an option. For ease of processing, the due date of January 1st. will apply for:
 - Life memberships.
 - School Corporate Memberships.
 - Federal Corporate Memberships.
 - All members joining or renewing manually.

Q. What date will the Life membership fees be due?

A. All Life memberships will be due January 1st and expire December 31st. These membership fees are covered by the level they were given to the member – Branch, State or Federal, not the member themselves; and will continue to be processed manually.

Q. Will this change the date a Branch, State Council, or Federal need to hold their AGM?

A. There is no need to change the date of your AGM. In most cases (depending on the laws in your state) your AGM must be held within 6 months of the end of your financial year. For example: the Federal Council's EOFY is May 31st and the AGM must be held within six months of that date.

Q. When will membership fees change?

A. Membership fee changes will align with the calendar year, which is the same as what is in place now.

Q. Will I be able to renew my membership online before December 31st?

A. You will not be able to renew your membership online before December 31st. This is when your membership license on the website is automatically removed. Previously, this has been done manually. If you log in and try to renew your membership before it expires, the "ACCESS DENIED" (or similar wording) banner will be displayed.