Using Zoom to attend General Meetings FAQs

What is Zoom?

Zoom is a video conferencing service that is commonly used by organisations for holding meetings, training and other events where all or some participants can be located remotely from each other—even from all over the world!

Do I have to pay to attend Zoom meetings?

No. The Network pays for a Zoom subscription to hold its events; there is no cost to you to attend other than your own phone charges or internet connection for which you will receive a reimbursement to help cover your costs.

How do I attend meetings with Zoom?

You will have received the Zoom meeting details, including meeting code and password, on the letter accompanying your Annual General Meeting (AGM) pack. Use these details to dial in or join on your computer or other suitable device. Please ensure all other apps/programs on your device are closed.

If you would like to receive the Zoom details in an email for ease of access, please contact Deigh at executive@actmhcn.org.au before 12pm on Monday 18 November and it will be provided for you.

There are three main ways to attend that you can choose from to best suit your needs – please plan ahead to avoid technical issues upon arrival:

1. Using the Zoom app on your mobile phone through a quick free download;
2. Using your computer through a quick free download; and
3. Calling in using your phone (cost of a local phone call) by dialling in.

Please note, if you are dialling in please allow a few extra minutes before the meeting starts as you will need to follow instructions to enter the meeting code and password which can take longer than expected. Someone will be available in the Zoom meeting 15 minutes prior to the AGM start time.

If you've never used Zoom before, several handy links are provided at the end of this document to help you prepare.

I'm worried about Acknowledgement of Country if I am attending the meeting outside Canberra, what should I do?

If you know the name of the Aboriginal or Torres Strait Islander land you are in, you can add it into the chat box when the Chair is completing the Acknowledgement of Country for the meeting. If not, don't worry as the Network's Acknowledgement of Country specifically acknowledges the Traditional Owners of all other Aboriginal and Torres Strait Islander People's lands where meeting participants may be located.

What about quorum?

In the Network's Constitution it says that members can be present in person or electronically. The quorum includes members attending by Zoom and face to face—

15 Primary members must be present in person or electronically for any business to be conducted.

Do I have to have my video camera on?

No. Having your camera on is entirely optional, but you must stay in the meeting for the purpose of quorum and meeting minutes. If you need to step away from the meeting, even if you remain connected, please let the host know through the chat box.

The default setting on all Network events is that all participants' cameras are turned on upon entry. If you would prefer to not have your video on you can simply select the button to turn it off. Some people choose to have their camera off for most of the meeting then turn it when they need to speak.

Please note that the camera option is **not** available for people participating via phone call. This is important to know because it can be hard for you to tell when others may have their hands raised waiting to speak, and others won't be able to tell when you are waiting for a turn to speak either.

Most people who attend general meetings have non-speaking roles, but there are times when questions can be called for so this information may be important to you at those times or if you are nominating for a Board position.

Why am I on mute?

The default setting on all Network events is that all participants are muted upon entry. This is to prevent background noise which can cause disruption and echoing/static in the meeting audio.

When you need to speak, you can press the relevant button to unmute yourself. If you are having trouble unmuting yourself the host can help you to unmute. If your camera is turned off, please send a message in the chat box or raise your digital hand so that the host knows you are having trouble.

If you are called on to speak but you don't respond, we will know you are having a technical problem and will work with you to resolve it.

Why are the meetings recorded?

General meetings and some other Network events are recorded to assist with the accurate recording of minutes and to confirm quorum was present when any business was conducted. No part of the recording will be used for any other purpose without your consent.

What about voting? How will we do that?

We will provide everyone with Microsoft Forms voting links where you can vote for the candidate/s of your choice at voting time.

If you are dialing in and do not have internet access to use the virtual voting options available, you will be able to text your vote to 0449 127 940 instead to ensure it is counted.

What if I'm having trouble?

We recommend that you download the Zoom app or program well ahead of your first Zoom meeting, or dial in early, so that you have time to test it to make sure it is working properly for you.

The meeting host (usually a Network staff member) will enter the meeting 15 minutes early to help with any technical issues you may have. If you start having trouble during the meeting, you may be moved into a breakout room—a private meeting from within the larger meeting—with someone who can assist you. If your camera is on, please wave to get the attention of the host so that they know you are having trouble. If your camera is turned off, please send a message in the chat box instead.

Wait, I've never used Zoom before! What do I actually need to do?!

If you prefer to receive your information in audio visual format, we recommend the following tutorial on YouTube which is about seven (7) minutes long (requires internet connection). All tutorials on YouTube are free to watch, but you may see some ads along the way.

- **Beginner's Guide to Zoom**: https://www.youtube.com/watch?v=fMUxzrgZvZQ

If you prefer to receive your information in written format with pictures to use as a guide, we recommend reading the information available on the Zoom website at:

- **Getting started with the Zoom desktop app**: https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0064516
- **Getting started with the Zoom mobile phone app**: https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0063582&spa=1
- **Joining a meeting by phone**: https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0060564

There are many other websites and YouTube clips that offer similar guides so feel free to search for others if none of the above sites suit your needs.

If you do not have internet access we can post you some easy to follow written instructions for dialling in. Please let us know as soon as possible if you need this assistance.