

Teleconferencing Protocols

Guideline



Policy Name	Teleconferencing Protocols		
Type	Guideline		
Owner	Director Corporate Services		
Responsible Officer	Manager Governance		
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1 Purpose

This guideline provides protocols to ensure productive and successful teleconferencing of meetings at Council.

2 Practices

- Usual meeting procedures in relation to the role of the Chair, attendance, order of business, conduct and so on, will apply for all meetings, regardless of how the meeting is delivered.

Prior to a meeting

- Test equipment and connection to the teleconferencing system in advance, including:
 - The placement of microphone and video devices, ensuring they remain still and the participant is centred on screen
 - establishing connection several minutes before the meeting start time, when possible. The meeting host shall schedule teleconferencing system to begin 30 minutes before the meeting
 - enable 'waiting room' teleconferencing facilities where available to allow members into the meeting once they have been identified and confirmed as appropriate to participate.
- Review and follow available training materials for the system in advance or ask ICT or Executive Assistant for assistance.
- Follow all instructions in the video conferencing invitation and note important supplemental information, such as a backup phone number in case you are disconnected.
- Have a backup communication plan in case connection issues are encountered. This may include users switching between teleconferencing mediums (e.g. from video or phone) or the use of email communications or another approved online collaboration tool.
- Be aware of your surroundings and how you appear visually.
 - Call from a quiet location with no background noise (ensuring privacy if the meeting will contain confidential or sensitive items)
 - Where possible, use earphones with a built-in microphone
 - Avoid backlighting from windows or lamps
 - Wear neutral, solid-coloured clothing. Avoid black, white, or striped clothing.
 - Select a plain light-coloured background
 - Ensure your face is appropriately positioned centrally on the screen
- Please keep chatter before the meeting to a minimum.

During a meeting

- The Chair will ensure that all participants are connected to audio and video.

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- For a video conference, participants shall keep their camera on at all times.
- Participants shall keep their microphone turned off/muted until they wish to speak.
- A participant wishing to speak shall raise their hand (electronically where available). The Chair will announce the speaker as well as the next speaker if there is more than one hand raised.
- Be aware of your behaviour. If you are on a video conference, people can see what you are doing at all times.
- Quorum
 - At all stages of a meeting there must be a quorum present
 - An Elected Member or Committee Member is taken to no longer be in attendance at a meeting if they cease to be in instantaneous communications with each other participant in the meeting
 - Any Member may, as a point of order, draw attention to the lack of a quorum however a check on the quorum should be addressed to the Chair
 - The call for a quorum takes precedence over any other business as it is not possible to continue a meeting without a quorum.
- Conflict of interest and confidential items
 - The Chair will confirm that users not authorised to be in attendance have been disconnected or placed into 'waiting room' (where teleconferencing facilities enable it) from the meeting before discussing an item relating to a participant's conflict of interest and/or before opening the confidential section.
 - The host of a meeting may disconnect unauthorised users if necessary.

After a meeting

- Disconnect from the meeting immediately. The host of the meeting also has the capability to end a meeting at any time, if necessary.

4 Responsibilities

Meeting participants are responsible for adhering to this guideline.

The meeting Chair will monitor protocols during the meeting.

5 Related Documents

- Teleconferencing Council Policy

7 Communication and Training

Will this policy be communicated through internal communications?	Yes
Where will this policy be available?	ASTC website, Content Manager
Will training needs arise from this policy? If yes, who will be responsible.	Yes, ICT as required for use of technology