

Q291

ELECTRONIC MEETING POLICY

Policy Statement

Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS), as one of its core objectives, wants Customers/Clients and members to be as involved in the governing and continuous improvement of the organisation.

To this end Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will incorporate the use of electronic communication and devices to enable Customers/Clients, members and Lifestyle Attendants who are unable to participate in meetings or events in person, to contribute their skills and knowledge via Skype or other electronic communication.

This opens new possibilities for the association to outreach to regional areas and reduce the amount of expenditure on travel and accommodation.

This document complies with NDIS 2018, standard 1.4 Independence and Informed Choice, ACIS 2013, section 1.5 Informed Choice and 1.6 Participation.

This document is readily available to all Customers/Clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

Policy context: This policy relates to

Legislation or other requirements

Privacy Act 1988

Policy Covers: any electronic meeting including but not limited to Skype, Zoom, Teleconference

Testing

Testing will occur with each participant for new programs, venues or new equipment prior to the meeting or event.

Pre-Requisites

Communicating via Skype or other electronic means requires knowledge about the application, or other software, and computer hardware, as well as protocols for participating in the event.

It is recommended that Skype norms are developed to assist all parties to participate equally and to minimise disruptions from having to repeat information. This type of

Q291

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communication is particularly sensitive to noise and picks up on everything. This means quite often the speaker may not be heard due to other noises in the room.

The following standards apply:

When using skype a meeting leader is required, i.e. chairperson, or technician, to support discussion flowing naturally, ensuring that all participants can hear and be involved, and the speaker feels validated in being heard.

Location:

- That all participants are in a quiet space to reduce sound echo in the microphone.
- That the microphone is situated in the best position to pick up all participants.
- Lighting so the quality of the video isn't affected negatively.
- That a consumer or LA on skype be in space where other people will not interrupt meeting or be over hearing if confidentiality is required. Confidentiality Policy, rules of the confidentiality policy apply to electronic.

Acceptable meeting behaviours:

- When the technology is in use, behaviours for example at commencement of meeting, all parties do sound and video checks.
- That group not on skype doesn't identify those on skype as the computer hardware, but a person at the other end.
- That Skype participants take responsibility to advise the chairperson or group leader as soon there is a problem with reception so that alternative arrangements can be made.
- That a backup of phone and who to which number to call when skype technology fails, is clear to all participants; so that skype members may at least attend via phone.
- That all parties ensure that they use up to date anti virus and firewall software to prevent security breaches.

Q291	ELECTRONIC MEETING POLICY
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Documentation

Documents related to this policy	
Related policies	<p>Q108 - Privacy Policy</p> <p>Q111 – Customer Participation and Social Inclusion</p> <p>Q112 – Customer Decision Making & Choice Policy</p>