

Your guide to using Zoom at Planning Panels Victoria

1 Before the hearing

- A Zoom invitation will be sent to email addresses provided by each party.
- If you have not previously provided your email address (or did not receive an invitation) and seek to participate or observe, please contact planning.panels@delwp.vic.gov.au.
- Download the Zoom application on your device.
- You should use a desktop or laptop computer, but tablets and smart phones can also be used.
- Each participant in the hearing who seeks to view the hearing should have their own device with Zoom installed.
- Familiarise yourself with the Zoom application. An easy way to familiarise yourself with Zoom's functions and check that your microphone and camera are working is start a practice meeting by clicking 'new meeting' and recording a small clip of yourself using the 'record' button.

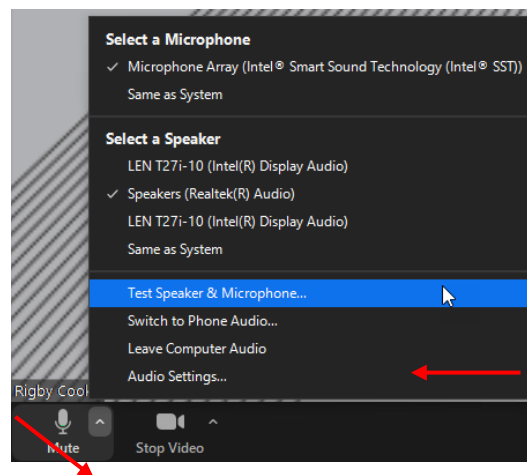
The Zoom application is a tool used for conducting online hearings.

Zoom can be downloaded for free at <https://zoom.us/download> or in the app store for your device.

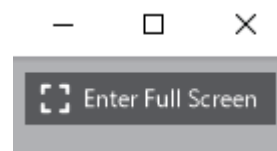
If you have any queries, please contact planning.panel@delwp.vic.gov.au

2 On the day of the hearing

- To join the hearing, either click on the 'Join Zoom Meeting' link in the email/calendar invitation.
- Click on the link to join the meeting at least 15 minutes before the listed start time.
- Check that your microphone, speaker and camera are working by clicking on the ^ next to the 'Mute' button and clicking 'Test Speaker & Microphone' and then follow the prompts



- To maximise the Zoom window click "Enter Full Screen" to use the whole of your screen.



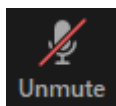
- When the Chair is ready to commence the hearing, you will see their video appear.

3 During the hearing

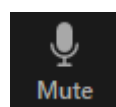
Audio settings

- Your microphone is automatically muted.
- To minimise background noise, please keep your microphone on mute unless you need to speak.

To unmute your microphone, find the microphone button, and click it.

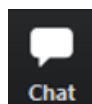


When it looks like this, people in the meeting can hear you.



Speaking

- Generally, nobody should interrupt someone who is presenting their submission or asking a witness questions. The Panel will let you know when you can speak.
- Should you need to raise something with the Panel, click the 'Chat' icon to send a message. The Chair will see it and respond at the appropriate time.



Asking a witness questions

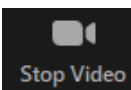
- The questioner and the witness should allow at least two seconds between questions and answers.

Video Settings

To start your video, click this icon



When it looks like this, people in the meeting can see you.



Sharing your screen

- If there is a particular document which you would like all participants to view, you can share your screen. Please request permission from the Chair first, then press the 'Share Screen' button shown below and select the document you would like to share.



Viewing participants

- Toggle between 'gallery view' (view all participants) and 'speaker view' (view primary speaker only) by clicking on the appropriate button (top right corner)



If you lose your connection

- If your connection is lost during the hearing and you find that you are unable to communicate, contact planning.panels@delwp.vic.gov.au

General Tips

- Mute your microphone when you're not speaking.
- Use a good quality microphone if you have one (e.g. headset, microphone built into head phones that hangs in front of your mouth, etc.).
- Practice / familiarise yourself with Zoom's features before the hearing.
- Reduce unnecessary sounds (such as 'mmm', 'yes' etc.) whilst other people are talking.