

ACCS Zoom Video Conference Information for Participants

Test Call

ACCS will offer a Zoom Test call to all Agents/Self Insurers and Worker Assistants ahead of their first Zoom Video Conference. The offer of a test call will be emailed with the Conciliation Conference link 7 days prior to the conference.

Pre-Conference Discussions

The Conciliation Officer will contact the Worker Assistant and Agent/Self Insurer approximately 3 days prior to the conference to confirm if they would like to access the Zoom link prior to the conference time for discussion with the Worker or Employer respectively. The Zoom link is able to be accessed up to 30 minutes prior at a time agreed with the Conciliation Officer. The Conciliation Officer will admit the parties to the call and move them into a Breakout Room. The Conciliation Officer will remain in the main conference room with their video turned off and microphone on mute until the start of the conference.

For matters involving interpreters, the Conciliation Officer will admit the Interpreter, Worker Assistant and Worker to the Zoom Video Conference 30 minutes prior to the conference scheduled start time to allow for pre-conference discussions.

If the pre-conference discussions finish ahead of the scheduled conference start time, parties can turn off their video and microphone and wait for the Conciliation Officer to start the conference.

Employer Attendance

Conciliation Conference Letters request that employers confirm their attendance with Agents/Self Insurers prior to the conference day. The Zoom link will be provided to the employer, once the Agent has confirmed the employer's attendance, their name and email address.

Feedback

As part of the pilot, we will also be seeking your feedback to help shape and refine the experience and processes. Following the completion of each conference, a link will be sent for participants to complete a short survey via Survey Monkey. We ask that you take the time to complete the survey to help us deliver the best Zoom Video Conference experience.