

Instructions & help for attendees

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Introduction

This document aims to assist people wishing to attend the 2021 ACT Council of Social Service (ACTCOSS) Annual General Meeting (AGM) on Tuesday 16 November 2021.

Due to COVID-19 social distancing restrictions, the Board decided to run the AGM online again this year. The process and platforms used will be the same as in 2020.

We encourage everyone to read this how-to guide to help understand registration, attending the meeting and voting.

The level of detail provided in this document is provided to give everyone an opportunity to find the help they need at any point of the process.

If you have any questions about the AGM or suggestions about this document, please contact us: 02 6202 7200 or membership@actcoss.org.au.

The technology

There are 2 platforms we will be using for the AGM:



- **Zoom** – <https://zoom.us/> – video conferencing platform for the online meeting on Tuesday 16 November 2021, 3.30pm for 4pm start.
- **ElectionBuddy** – <https://electionbuddy.com/> – online voting platform for the election of Board Directors. The vote will open before the adjournment of the AGM on Tuesday 16 November 2021 and will close on Wednesday 17 November 2021 at 4pm.

Registering for the AGM

- **Each attendee must individually register** to attend the AGM. As the AGM will be run online, this helps us with administration to ensure only eligible people are able to vote and that the meeting and voting run smoothly.
- **AGM registrations close at 3.30pm Tuesday 16 November 2021**, however, we request you register well in advance so that we have ample time to process your registration and check your voting eligibility.
- Registrations following the opening of the meeting at 3.30pm will not be accepted and you will not be able to attend or vote in the meeting.
- Registrations is via this link - [ACTCOSS 2021 AGM registration](#)
- **IMPORTANT:** Each attendee must register with a **unique, individual email address**. Please do not register using a shared address, as we need to ensure that only registered attendees have access to the voting process.
- You may need to access the registered address inbox during the meeting.
- The email address you provide will only be used for the purpose of the AGM and will not be added to our member mailing lists or database.
- Your registration will be held until ACTCOSS reviews it. If we have any questions or if you selected that you are unsure whether you are a voting member, we will call you at the number you provided.
- Once ACTCOSS approves your registration, you will be sent a confirmation email with the Zoom meeting access details and instructions on how to join the meeting.
- **DO NOT share** the meeting link with anyone. The link is unique to you and can only be used on one device at a time.
- **Keep this email.** It will be how you access the meeting on the day. Please flag it or keep it somewhere handy for easy access.
- We recommend you download the calendar meeting from the appropriate calendar link provided in the confirmation email. Please ensure that anyone with access to your calendar cannot see or access your join meeting link. In your calendar app you may wish to change the calendar meeting visibility to 'Private'.


Figure 1: Sample confirmation email.


ACTCOSS AGM 2020 Confirmation - Thu 12 Nov 2020, 4pm

 ACTCOSS <no-reply@zoom.us>
To 

Reply Reply All Forward

Thu 22/10/2020 2:59 PM

Hi 



Thank you for registering for "ACTCOSS AGM 2020".

The meeting join link below is unique to you - please do not share it with anyone or you may not be able to access the meeting.

We ask that you please join the meeting before 3.55pm so we have time to process you before the start of the meeting at 4pm. You will be able to join from 3.30pm.

If you are running late, you will be allowed into the meeting after 4pm. However, you must be present for the commencement of 'Item 13: Election of Board Directors' to be eligible to vote.

TO JOIN THE MEETING:

1. On Thursday 12 November 2020, after 3.30pm click the join link below from a computer or device with an internet connection and audio/microphone capability.
2. Follow the prompts to open the Zoom app. Note: You may be prompted to download and install the Zoom app - please follow the prompts. IMPORTANT: Do NOT click 'Join from your browser' - this will not work. You must join with the Zoom app.
3. Once the Zoom app opens, you will be taken to the waiting room screen. Please wait here while we process attendees. This may take a few minutes. Do not close the waiting room.
4. Once you are let into the meeting, we will rename you to assist us with identification of attendees and voting admin.
5. You will automatically be muted upon entering the meeting. If the meeting hasn't started yet, you are welcome to unmute and say hello. Once the meeting starts at 4pm, you will need to 'Raise hand' in Zoom to ask to speak.


If you have any problems accessing the meeting, please call us on 02 6202 7200.

We are making detailed instructions about how to join and participate in the meeting, and how to vote. Please check this webpage closer to the event for instructions: <https://www.actcoss.org.au/aqm2020>

Please submit any questions to: membership@actcoss.org.au

Date Time: Nov 12, 2020 03:30 PM Canberra, Melbourne, Sydney

Join from PC, Mac, Linux, iOS or Android: [Click Here to Join](#) **Link to join Zoom meeting**

Passcode: 

Note: This link should not be shared with others: it is unique to you.

[Add to Calendar](#) [Add to Google Calendar](#) [Add to Yahoo Calendar](#) **Download calendar meeting**

Please add this meeting to your calendar by clicking on the appropriate 'Add to Calendar' link above. Please also flag and keep this email just in case.

You can [cancel](#) your registration at any time. **Cancel registration**

I *think* I've already registered

That's ok – if you register a second time with the same email address as the first time, it will simply update your original registration.

If you register a second time with a different email address, it will send a second registration request through to us. In this case, we will contact you and remove the duplicate as needed.

Cancelling your registration

There are 3 ways to cancel your AGM registration:

- DIY via your confirmation page: Upon submitting your registration, the confirmation pending approval page (see Figure 2) provides a link at the bottom to cancel your registration. Click 'cancel' – it will take you to the meeting confirmation page. Click 'cancel' at the bottom and follow the prompts.
- DIY via your confirmation email (see Figure 3): Your confirmation email provides a link at the bottom to cancel your registration. Click 'cancel' and follow the prompts.
- Via the ACTCOSS office: You may email us at membership@actcoss.org.au or call us on 02 6202 7200.

Sending apologies

- If you are unable to attend the AGM and would like to send your apologies, please email membership@actcoss.org.au or call 02 6202 7200. Apologies will be announced at the meeting and recorded in the minutes.

Next steps

- Keep an eye out for any AGM-related materials we email to you, including agenda, 2020 AGM minutes and information on nominees. All materials will also be provided at the AGM, but you may wish to review them beforehand. If you would like us to resend the documents, please email membership@actcoss.org.au or call 02 6202 7200.

Attending the meeting

Preparing to join the meeting

- On the day of the meeting, please be ready to join the meeting between 3.30pm and 3.55pm. We will not be waiting for late attendees. Once a quorum is reached and 4pm has elapsed, we will start the meeting.
- **IMPORTANT:** You must join the meeting by the commencement of the agenda item 'Election of Board Directors' to be eligible to vote.
- To prepare for the meeting, please ensure you have the following:
 - Your device/computer turned on and logged in to the operating system as needed
 - Internet connection working
 - Any microphones, headsets or earbuds plugged in and working
 - Access to the meeting link in your registration confirmation email or calendar appointment (if you've downloaded it).
- Please note that you cannot join with a telephone number – you must join using an internet connection.

Joining the meeting

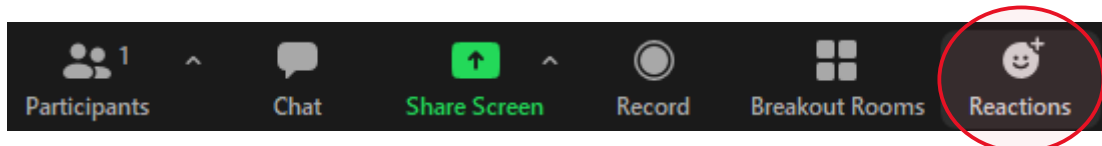
- Between 3.30pm and 3.55pm, click the Zoom link provided in your registration confirmation email (see Figure 3 above).
 - Follow the prompts to open the meeting in the Zoom app or download and install the Zoom app if needed.
 - **DO NOT** click 'Join from your browser' – this will not work. You must join using the Zoom app.
- If you join with the link provided in your confirmation email, you will not need to enter the passcode listed in your confirmation email.
- Once the Zoom app opens, you will be taken to the waiting room screen. Please wait here while we process attendees. This may take a few minutes as we need to process attendees one at a time. Do not close the waiting room.
- **Rejoining:** If you need to rejoin the meeting at any time, please click again on the join link in your confirmation email.

Entering the meeting

- Once you are let into the meeting, we will rename you to assist us with identification of attendees and voting administration. You will not be able to rename yourself.
- You will automatically be muted upon entering the meeting. If the meeting hasn't started yet, you are welcome to unmute, say hello and talk with the other attendees.
- Once the meeting starts at 4pm, you will be muted and will need to 'Raise hand' in Zoom to ask to speak (see below).

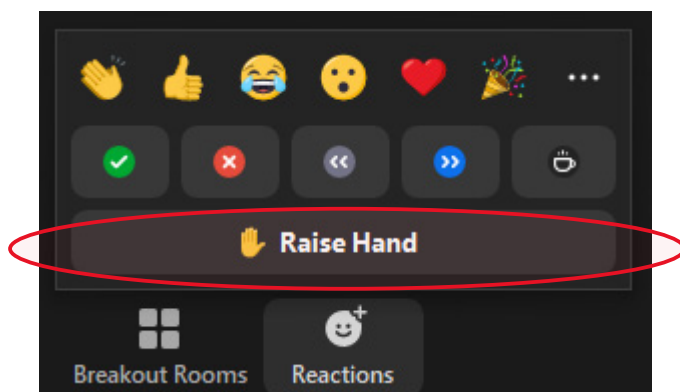
Speaking publicly during the meeting – 'Raise hand'

- Once the meeting starts at 4pm, all attendees will be muted and will not be able to unmute themselves. The Zoom hosts will be able to unmute attendees.
- **How to raise hand:** to indicate that you'd like to speak, please use Zoom's 'Raise hand' indicator:
 1. If the Zoom toolbar isn't visible:
 - Computer: hover mouse over the bottom of the Zoom window
 - Mobile device: tap the Zoom window.
 2. Click the 'Reactions' icon in the Zoom toolbar.



3. Click the 'Raise hand' icon in the non-verbal feedback bar.

Figure 1: Non-verbal feedback toolbar - 'Raise Hand'.

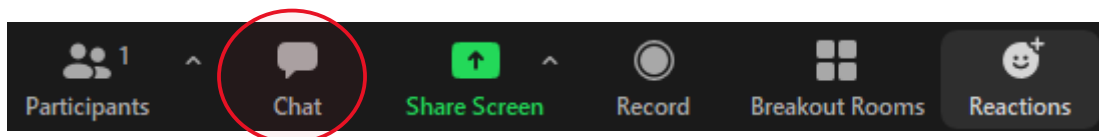


4. Wait.

5. Once you are called upon by the Chair, we will unmute you and you may speak. This may take a while to work through all the questions, so please be patient.
 6. Once you have finished speaking, please let us know and we will mute you again.
- If you have raised your hand but you no longer wish to speak, please lower your hand by clicking the 'Raise hand' icon again to toggle it off.

Asking questions using Chat

- Hosts will be monitoring the text Chat for any questions or comments related to the proceedings of the AGM and tech support queries. Please be patient as the hosts are managing multiple tasks and it may take a little time to relay information to the Chair or for the tech support person to become available.
- Please limit text Chat to AGM proceedings or tech support requests.
- If you want the Chair to read and respond to your question/comment, please make it very clear, e.g. "Chair: Could you please repeat the motion?"
- To use the Chat:
 1. If the Zoom toolbar isn't visible:
 - Computer: hover mouse over the bottom of the Zoom window
 - Mobile device: tap the Zoom window.
 2. Click the 'Chat' icon on the Zoom toolbar (if on mobile, you may need to tap 'More' > 'Chat').



3. Choose who you want to see the message by clicking the 'Send to:' dropdown and select the recipient:
 - Everyone: every attendee will see the message in the Chat
 - Or select the host you would like to privately message.

Proposing/seconding motions via Chat

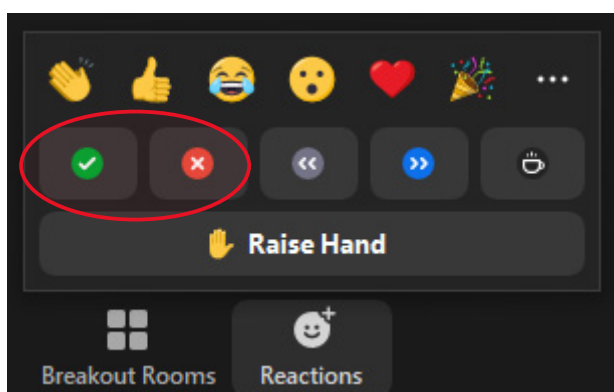
- The Chair may ask for members to propose or second a motion. If you wish to propose or second, please use Chat and type 'I propose the

motion' or 'I second the motion' or similar. Please ensure that you have selected 'everyone' as recipient of your message. We will take whoever is the first to respond as the proposer or seconder and will record them in the minutes.

Voting in 'show of hands' – using Zoom's Yes/No non-verbal indicators

- We plan to use Zoom's non-verbal feedback indicator icons as the method for show of hands voting. The icons will be available via your screen and can be used to indicate either a 'Yes' or 'No'.
- Non-verbal feedback is visible to all attendees, so everyone will know how you are voting, just like in an in-person AGM.
- Only members eligible to vote may vote in a show of hands. If you are not eligible to vote, please do not vote. Anyone not eligible will have their vote ignored.
- To vote in a show of hands:
 1. If the Zoom toolbar isn't visible:
 - Computer: hover mouse over the bottom of the Zoom window
 - Mobile device: tap the Zoom window.
 2. Click the 'Reactions' icon on the Zoom toolbar.
 3. The non-verbal feedback bar will appear:

Figure 2: Non-verbal feedback toolbar - 'Yes/No' for show of hands voting.

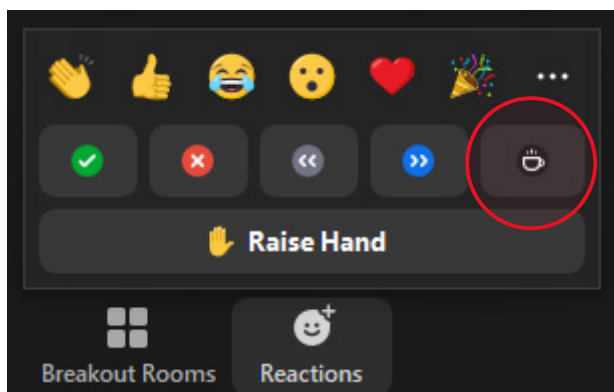


- To vote in favour, click 'Yes'
- To vote against, click 'No'.
- At the end of the voting period, after the result has been declared, a host will clear all the non-verbal feedback.

Leaving the meeting – temporarily

- If you need to excuse yourself from the meeting temporarily, please use the non-verbal feedback icon which appears as a coffee cup to indicate you are away, but will return.

Figure 3: Non-verbal feedback toolbar - click the coffee cup icon to indicate you're stepping away from the meeting temporarily.



- A vote for an item of business will not be held waiting for absent members to return to their screens unless the quorum of the meeting is lost through their absence.

Leaving the meeting – permanently

- If you wish, or need, to leave the meeting permanently, please message the Chair directly to indicate your intention.
- To leave the meeting permanently, please press the 'Leave' or 'End' button.
- You will be able to re-join the meeting if needed. Find your registration confirmation email and click the join meeting link.
- **IMPORTANT:** If you leave the meeting before the conclusion of the agenda item 'Election of Board Directors' you will not be eligible to vote.

Help with Zoom

- If you need assistance with Zoom **before** the AGM, please call us on 02 6202 7200.
- If you need assistance with Zoom **during** the AGM:
 - Call 02 6202 7200
 - If you've made it into the AGM Zoom meeting, you can use the Chat to ask, by directly messaging Tech Support (Co-host).

Voting in the election of Board Directors

Quick overview


- Voting opens before the adjournment of the AGM on Tuesday 16 November 2021.
- AGM attendees eligible to vote will receive an email with a unique voting link. Clicking the link will take the voter to the secure ElectionBuddy platform for a secret ballot.
- **Voting closes 4pm Wednesday 17 November 2021.** We cannot receive votes after this time.

Introduction to ElectionBuddy

- ACTCOSS has decided that the AGM election for Board Directors will be held on the online voting platform ElectionBuddy. This platform is a secure website providing high privacy and transparency. Find out more at the website: <https://electionbuddy.com/>
- ElectionBuddy provides a variety of security setting options. We have the following settings in place:
 - Integrity and Ballot Access: High – ElectionBuddy creates a unique ballot link with a random, secret access key for each voter.
 - Voter Anonymity: Secret Ballot – voter choices cannot be linked to voters.
 - Election administrator may view the election results: only after the election has ended.
 - Voters may view the election results: only after the election has ended.

Figure 4: Security settings for ACTCOSS AGM election.

Security

 SSL connection encryption is enabled automatically for all voters.

Integrity and Ballot Access

Choose how voters access their ballot. To vote, voters click on a website link, access their ballot with a key and enter their voting choices. The more you know about the access keys, the less integrity your election has, as you can vote on behalf of your voters. [Learn more.](#)

High – ElectionBuddy creates a unique ballot link with a random, secret access key for each voter

Medium – you create a unique election access link, and an access key for each voter

Low – you create a unique election access link that allows ballot access without an access key. Anyone can vote, and voters can submit multiple ballots

Voter Anonymity

Secret Ballot – voter choices cannot be linked to voters

Poll – voter choices are linked to voters for election administrators only

Show of Hands – voter choices are linked to voters and shared with administrators and voters

Election administrator may view the election results

any time after the election starts

only after the election has ended

Voters may view the election results

Results are never automatically sent to your voters. [How to share results](#)

any time after the election starts

only after the election has ended

don't allow voters to view the results

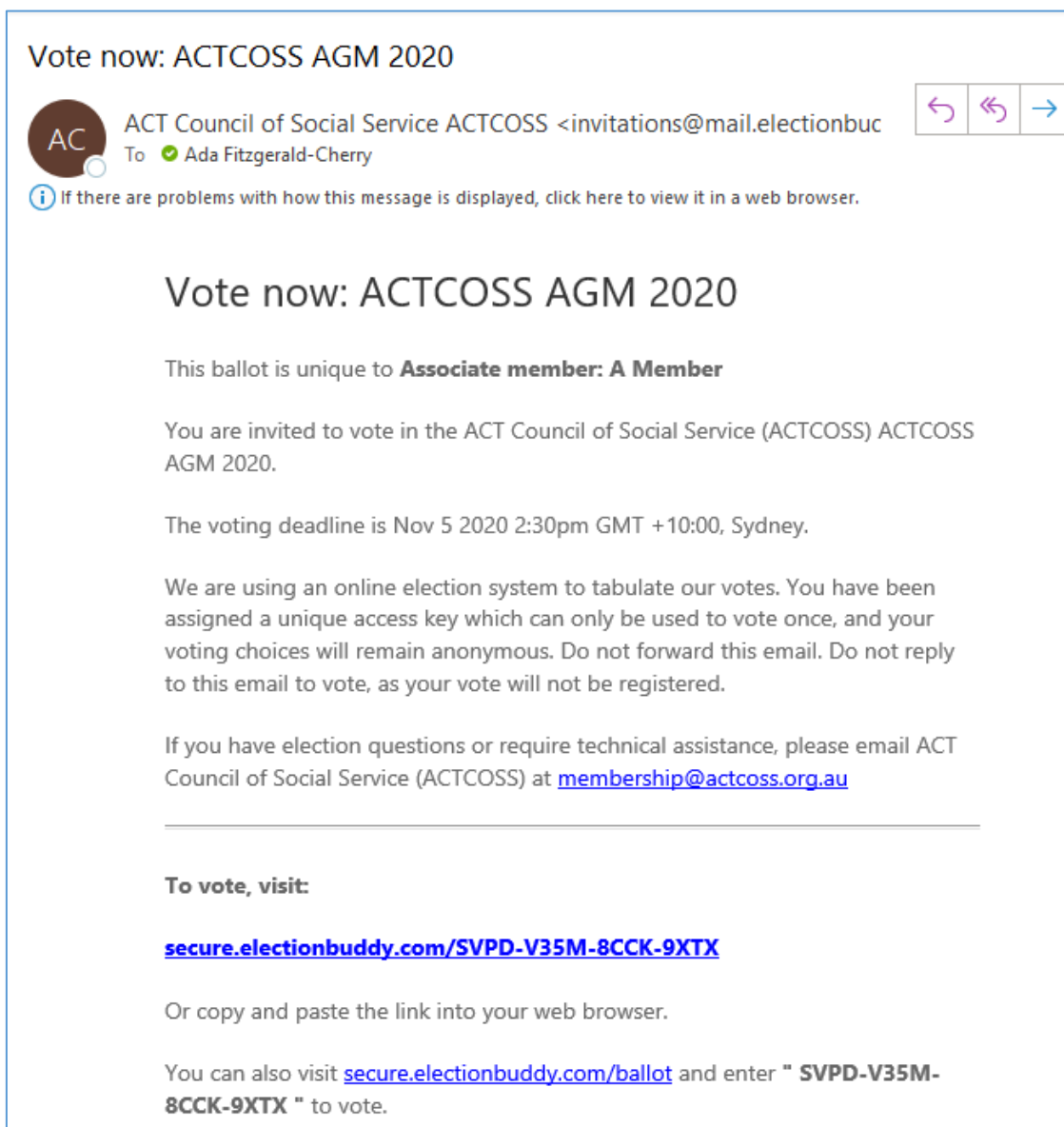
- Please read on for how the voting procedure will progress.

1. Email notice

- Before the adjournment of the AGM on Tuesday 16 November 2021, AGM attendees who are eligible to vote will receive an email notice to the email address with which they registered for the AGM.
- The email notice contains a unique voting link and access key which can only be used once to vote.
- **DO NOT share** this email or voting link/key with anyone.
- **Multiple votes:** anyone who is eligible to vote multiple times (e.g. someone who is both an Associate Member and a Delegate of an Organisation Member; someone acting as a proxy) will receive one email

notice for each eligible vote. Please use the unique link/key in each email to exercise your votes.

Figure 5: Sample email notice to vote.



The screenshot shows an email interface. At the top left, it says "Vote now: ACTCOSS AGM 2020". Below this is a circular profile picture with "AC" and the sender's name "ACT Council of Social Service ACTCOSS" and email address "<invitations@mail.electionbuc". The recipient is "Ada Fitzgerald-Cherry". There are three navigation icons (back, forward, refresh) on the right. Below the header, there is a link to view the message in a web browser. The main body of the email has a large heading "Vote now: ACTCOSS AGM 2020". It states that the ballot is unique to "Associate member: A Member". It invites the recipient to vote in the ACT Council of Social Service (ACTCOSS) AGM 2020, with a voting deadline of Nov 5 2020 2:30pm GMT +10:00, Sydney. It explains that an online election system is used and that the access key is unique and anonymous. It provides contact information for election questions: "membership@actcoss.org.au". A horizontal line separates the main text from the voting instructions. The instructions state: "To vote, visit: secure.electionbuddy.com/SVPD-V35M-8CCK-9XTX". It also mentions that the link can be pasted into a web browser or visited directly at secure.electionbuddy.com/ballot with the key "SVPD-V35M-8CCK-9XTX".

2. Ballot

- The ballot page presents all ballots for Board positions eligible to be elected the meeting on Tuesday 16 November 2021.
- The ballot includes the name of each candidate and a short biography/statement.

- Please follow the instructions written at the top of each ballot.

Figure 6: Ballot page. Note that this page may have different content on the day.

The screenshot shows the 'Ballot' page for the ACTCOSS AGM 2020. At the top left is the 'electionbuddy' logo. At the top right is a language selector set to 'English'. A navigation bar contains 'Ballot', 'Verify', and 'Confirmation' with arrows. The ACTCOSS logo is centered, with the text 'ACT Council of Social Service (ACTCOSS) ACTCOSS AGM 2020' below it. An orange box contains the following text: 'This election is for the following positions:' followed by a bulleted list: 'Chair (three year term)', 'Vice-Chair (casual vacancy, two year term)', and '(X) Ordinary Directors (three year term)'. Below this is a note: 'Each position will have specific directions attached. Please follow these. You'll have the opportunity to review your answers prior to submitting.' The 'Chair' section is highlighted in light blue and contains instructions: 'Select all candidates that you approve of. If you do not approve of a candidate, do not select them. If you do not approve of any, select abstain.' It also states: 'Election of the Chair is in accordance with the ACTCOSS Constitution Section 3.3 [fake link to constitution](#)'. Below this is a table with the following content:

Candidate
Candidate One <input type="checkbox"/>

3. Verification page

- On the 'Verify' page, you have a chance to review your choices and make changes if needed.
- To make any changes, click the 'Edit ballot' button.

Figure 7: Sample verification page.

Ballot > **Verify** > Confirmation

ACTCOSS
ACT Council of Social Service Inc

ACT Council of Social Service (ACTCOSS)
ACTCOSS AGM 2020

Review your choices below. To change, choose 'Edit ballot' or to finalize and vote, choose 'Submit ballot'

Chair

Candidate One

Vice Chair

Abstained from voting

Ordinary Directors

Candidate One

Candidate Three

Candidate Four

Candidate Five

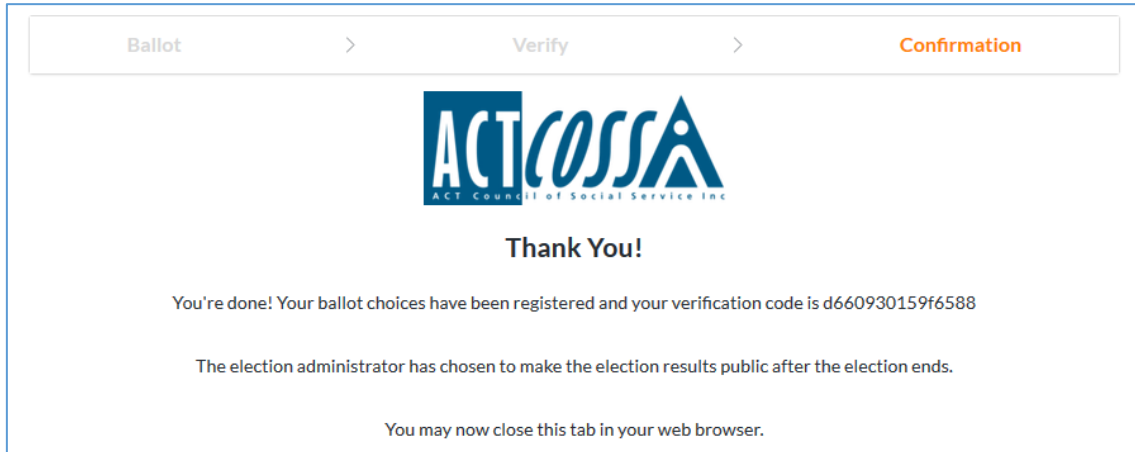
« Edit ballot

Submit ballot »

4. Confirmation page

- Once you have submitted your ballot, you will be given a unique verification code which may be used for future reference for security purposes. This code will also be emailed to you (see '5. Final email' next).

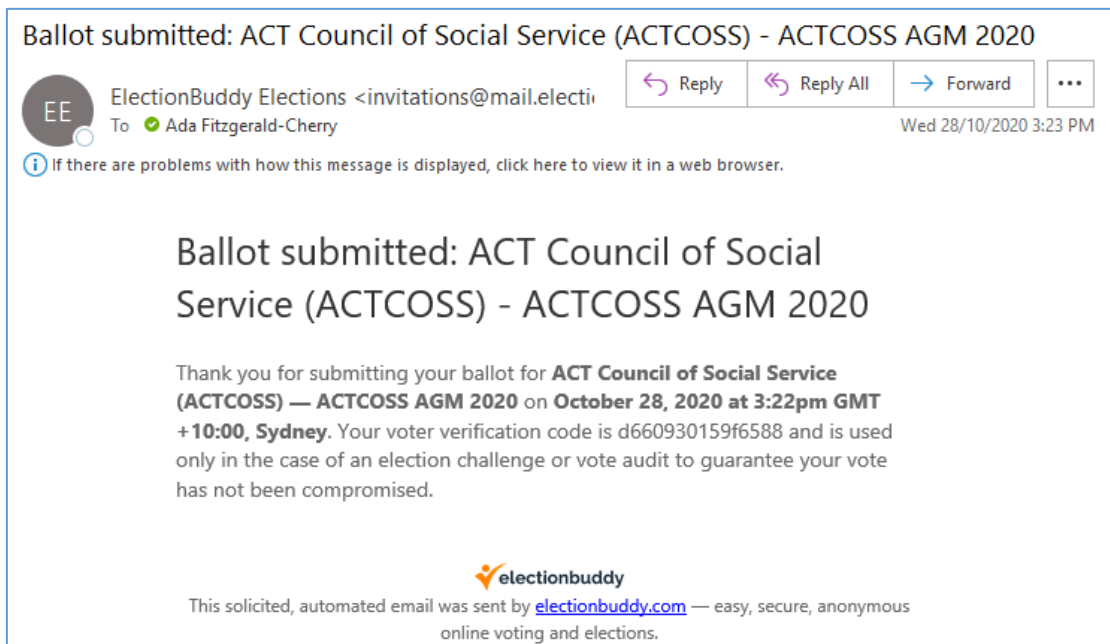
Figure 8: Confirmation page.



5. Final email

- After finalising your vote, you will receive a 'Ballot submitted' email containing a verification code.
- The verification code in the email will be used in the case of an election challenge or vote audit to guarantee your vote has not been compromised.
- Please keep this email.

Figure 9: Sample ballot submitted email.



End of voting period and declaration of Board for 2021-22

- Voting closes 4pm Wednesday 17 November 2021. We cannot accept votes after this time.
- At 4pm, the Returning Officer will scrutinise the votes and voting process and, if satisfied, will determine who the successful candidates are.
- The ACTCOSS Board for 2021-22 will be declared at 4.30pm on Wednesday 17 November 2021. We will contact all candidates, email results to AGM attendees, and then email the broader membership.

Voting records to be destroyed

- Records of voting will be kept in ElectionBuddy until after the next Board meeting, or a different date decided by a motion in the AGM. The records will then be permanently destroyed using ElectionBuddy's delete feature.

Help with voting via ElectionBuddy

I didn't receive the email notice

Before the adjournment of the AGM on Tuesday 16 November 2021, you will receive an email notice with your unique link to vote. If you do not receive this email by the adjournment, please:

1. **Check your inbox again** – the email will have the subject 'Vote now: ACTCOSS AGM 2021' and will be from 'ACT Council of Social Service (ACTCOSS)'.
2. **Check your junk mail / spam folder.** If it's there, please mark it as not junk and mark the sender as safe.
3. **Contact ACTCOSS on 02 6202 7200.** As the vote is open until 4pm Wednesday 17 November 2021, please contact us well before the 4pm close so we have time to sort out the problem and ensure you have your vote.

I received a 'ballot submitted' email but haven't voted yet

- **Contact us immediately** on 02 6202 7200.

My voting link doesn't work

1. Try to copy and paste the link into a different web browser.
2. Contact us on 02 6202 7200.

Acknowledgements

We'd like to thank the following organisations for sharing their online AGM learnings and procedures from which we drew significant inspiration:

- Welsh Pony & COB Society of Australian Inc. – *Zoom Videoconference, Registration, Attendance & Help*, June 2020.
- COCO (the Centre for Community Organizations) – *What We Learnt About Doing an Online AGM*, April 2020.
- Council of International Students Australia (CISA) – *Elections: Introduction of ElectionBuddy* (sent to us via email upon request).

If your organisation would like to use information in this document for your own AGM or online meetings, you are welcome to. We'd love to hear about how it helps you.

ACT Council of Social Service Inc. | Weston Community Hub, 1/6 Gritten St, Weston ACT 2611
Ph: 02 6202 7200 | actcoss@actcoss.org.au | www.actcoss.org.au

ACTCOSS is committed to reconciliation, acknowledges the traditional custodians of the land and pays respect to elders past and present.

ACTCOSS advocates for social justice in the ACT and represents not-for-profit community organisations.