



PalliativeCare
WESTERN AUSTRALIA

Community Education | Sector Development | Advocacy

Online Forums and Consultations Etiquette and tips

Thank you for registering for one of Palliative Care WA's online forums or consultations. Whether you are an old hand at online forums or completely new to them, please read through this resource. As well as some information and tips about the Zoom platform that we use, we have included some basic online etiquette that we ask you to use, to help everyone get the most out of the forum.

Etiquette for Palliative Care WA online forums and consultations

- Please put yourself on mute (turn off your microphone) for the whole session, unless you are invited to speak. This is extremely important as it reduces background noise for everyone.
- Questions must be asked through the message/chat icon. Please check to see if anyone else has asked the same question before posting, and please stay on topic.
- It is up to the presenter or facilitator to handle when questions are answered and how comments are made.
- If you are comfortable being seen, we prefer that you put your webcam on when you are asking questions or participating in a discussion.
- If you need to, feel free to stand up regularly and move about.
- For some forums we invite feedback via a survey after the session. Any input will be very valuable, helping to shape our future services.
- If you have any IT issues please check your internet and settings, and if necessary, leave the group and re-join as this often resolves the problem. We do recommend you close down all other programs on your computer and limit other access to your wifi in the house to maximise the bandwidth you can use.
- Please be aware that the presenter or facilitator may skip some of the content to keep the session moving along and so we can finish on time.

Information for first time Zoom users

- You can use Zoom on your desktop computer or tablet or smartphone. However, please be aware you won't be able to see any slides used on a smartphone.

- You will need to use your computer's microphone and speakers and you also need a reliable internet connection.
- If you want to be seen, you will need to use a webcam. But you can take part without one.
- You don't need to create a Zoom account to participate in our forums.
- We will send you an internet link that you click on. As a first-time user you will then be asked to download the free Zoom app. This process is usually pretty quick, however you might like to allow a bit of extra time to make sure you are all set up before the forum starts.
- If the person hosting the forum hasn't joined yet, you will see the message to wait. They have to let each participant in separately.
- When the host lets you into the forum, you need to nominate to use your computer audio.
- In the bottom left-hand corner of your zoom screen is a button to turn on and off your microphone and one to turn on and off your webcam.
- Please note if you prefer not to be seen and you leave off your webcam, we will just see your name.

PLEASE NOTE

Any resources provided by Palliative Care Western Australia are for the purposes of disseminating information in relation to palliative care and the palliative approach, services, and guiding documentation in Western Australia. Information provided is general in nature and people should seek appropriate professional advice about their specific circumstances.

The nature and focus of our work can raise complex, powerful and raw emotions. If you are uncomfortable talking about life-limiting illnesses, death, or the dying process, please be advised that you may find our community forums, discussions or printed materials challenging.

Palliative Care Western Australia does not offer counselling services; however, we can provide information on available services and support centres in your region.



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