

Post- AGM Frequently Asked Questions

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Q: Why was Zoom used and not Teams?

A: We chose to host the AGM through the Zoom platform because this software is globally recognised as the most popular software for large online events like we were hosting. It is the most cost-effective platform, has user-friendly functions and technical capabilities such as the polling function which we would have used for voting had quorum been achieved.

Q: It seems like there were a lot of Zoom technical issues – is this why delegates couldn't join?

A: We have consulted with our expert tech team and they have confirmed there were no issues with the Zoom software at the time of the event.

Based on the feedback we received from UFBA staff who were calling registered delegates for 45 minutes to assist them to join, there are multiple reasons (unrelated to Zoom or technology) for why they did not join – see the word cloud below to get an idea of peoples' reasons.

Q: Why was I not sent a password in my Zoom meeting invite, to access the AGM?

A: If you were asked for a password to access Zoom, this meant that the email you tried to log in with was different to the one you registered with. Therefore, the authentication protections we had in place (to ensure only registered delegates were logging in) prevented you from going any further.

To put this simply, it's like trying to get into your car with someone else's keys! It just won't work.

Q: Why did no one tell me I needed to have a Zoom account?

A: The UFBA sent several communication updates to registered delegates for three weeks leading up to the AGM. This included a link to watch a video explaining how the Zoom meeting invite will work and what delegates needed to do to successfully login on the evening.

We will provide even more guidance for members should we be required to host online events in the future.

Q: The UFBA staff told me to call the Helpdesk on the night, why couldn't I get through to them?

A: We doubled the size of the Helpdesk team this year. 90% of the calls processed by the Desk were from delegates who required assistance with loading the Zoom platform, which took five to ten minutes for each person. Given the communications sent to delegates in the lead-up to the AGM, we did not anticipate that this would be a prominent matter for members on the night. We will further accommodate this next time.

Q: What are the description and role requirements for all vacancies?

A: This is a detailed document. We have loaded a copy of it to the website just below these FAQs.

Q: Why was the CEO not present?

A: The Annual General Meeting is a Board responsibility and Hosted by the President. The Chief Executive Officer was present for the entire proceedings in a supporting role.

Q: How many brigades were online?

A: We had 260 registered delegates of which 181 were present at the time quorum was required. This was 27 delegates short of the threshold (208 quora). Feedback from some of the delegates that were contacted on the night shows that they were viewing the AGM via our website – which means they were unable to be counted towards quorum and would not have been able to vote.

Delegates reasons for not joining the AGM:

