

# Your on-line MIAM\*

\*Mediation Information and Assessment Meeting

Please read these notes carefully

## Preliminary Information:

Please download the appropriate Preliminary Information Form from the client resource area on [www.twfmp.co.uk](http://www.twfmp.co.uk) [Username: Marmion; Password: Copenhagen]. This can either then be scanned and e-mailed [to: kirsty@twfmp.co.uk](mailto:kirsty@twfmp.co.uk) or posted to us at

The Worcester Family Mediation Practice,  
Marmion House, Copenhagen Street, Worcester WR1 2HB.

We shall need this before the on-line meeting.

## Equipment

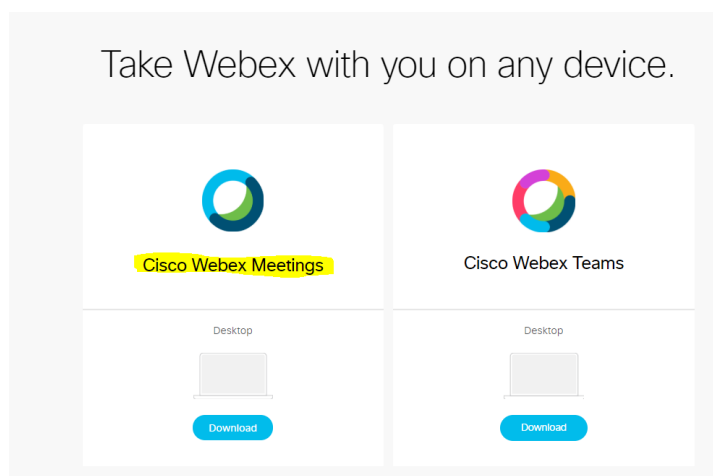
The software that we use [Webex] can operate effectively with laptops or tablets or smart phones . Desktop computers do not usually have webcam facilities, but if you have an external webcam, a desktop computer can be used for your on-line MIAM.

## Before the meeting

### Download the free Webex software or App

For Computer:

Go to <https://www.webex.com/downloads.html> where you will see this screen:



You need to choose the Cisco Webex Meetings option (as highlighted). Then simply follow the instructions on the screen. This will give you access to the free version of Webex, which you can use for meetings, but will also make it easier for you to join Webex meetings started by others.

## For tablets or smart phones

Go to the App store and search for 'Cisco Webex Meetings'. You will then be able to download the free App in the usual way.

## When you get the e-mail inviting you to join the meeting

When you receive the e-mail inviting you to join my meeting room, you can join by selecting the blue url address for my meeting room.

You should then be able to activate your audio and video connections. You should select 'Call Over Internet'. Then you can activate your video connection by selecting the circle button with the video icon and then pressing 'Start my Video'.

At the end of the meeting, you can either press the red circle with a cross or simply wait for me to end the meeting.

## Family Mediation Council Rules

Our conduct of on-line MIAMs must comply with the rules established by the Family Mediation Standards Board on behalf of the Family Mediation Council.

The most important of these rules are that:

We should not record our on-line session and that we should require you to promise that you will not do so. By taking part in an on-line MIAM, you are agreeing that all intellectual property rights in the session belong to the Mediator.

We should ask you to confirm that you will not be interrupted (e.g., by children, relatives, pets or deliveries) during the on-line MIAM. We should also ask you to make sure that any mobile phone is switched to silent and that alerts and notifications (e.g., for incoming e-mails, texts, tweet or other social media activity) to your computer are switched off.

We must check whether there is anyone with you during the meeting and, if so, we need to know who it is and be satisfied that you will be able to talk freely with the Mediator.

## Legal Aid

If you think you may qualify for Legal Aid (which is still available for Family Mediation) please contact Kirsty Drew on 01905 730640. We shall need to deal with the paperwork for this before your on-line MIAM can be scheduled.

## Payment for on-line MIAM (not Legal Aid MIAMs)

Before your MIAM can be scheduled, we need you to complete and return the authorisation on the last page of this note. We will not activate the authorisation until the MIAM takes place and we will destroy the card details immediately after doing so.

### Questions:

If you have any questions, please either call us on

**01905 730640**

or e-mail us at:

**paul@twfmp.co.uk**

# Authorisation to process Debit/Credit Card Transaction

I authorise The Worcester Family Mediation Practice to deduct the sum of £100 from the following card immediately after my on-line MIAM:

Name as it appears on card \_\_\_\_\_

Bank Card Number \_\_\_\_\_ : \_\_\_\_\_ : \_\_\_\_\_

Expiry Date: \_\_\_\_/\_\_\_\_

Authorisation Code [last 3 digits on rear of card] \_\_\_\_\_

Dated \_\_\_\_\_

Signed \_\_\_\_\_ (cardholder)

Please complete and send to:

Accounts Department, The Worcester Family Mediation Practice  
Third Floor, Marmion House, Copenhagen Street, Worcester WR1 2HB

Or scan/photograph completed form and e-mail to [accounts@twfmp.co.uk](mailto:accounts@twfmp.co.uk)