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INTRODUCTION

This is the Operations Manual for the Buddhist Council of Queensland Inc. It may also be referred to as the Policy and Procedures Manual for the same organization. Its purpose is to act as the reference for all matters not constituted or legislated at law, but have been determined by the Management Committee to apply to the day to day operation of the said Council. This document is a “living” document and shall amended regularly in the conduct of Council activities and is available for perusal by all members of the Council at any reasonable time.

RISK MANAGEMENT POLICY

The Council recognizes the importance of risk management of all its activities and as such holds such policy as a core responsibility of the management committee and the committee shall always apply its best endeavours to minimize all risks associated with the operations of the Council.

The risk management process applies equally to all activities of the Council and underpins all decisions relating to the Council’s efforts, representations and participation in events.

The following risk assessment tool is applied in determining the level of risk and the approach to be taken to manage any risk identified.

Qualitative Risk Analysis Matrix - Level of Risk

AS/NZS 4360:2004

Chance \ Effect	<i>Insignificant (E)</i>	<i>Minor (D)</i>	<i>Moderate (C)</i>	<i>Major (B)</i>	<i>Catastrophic (A)</i>
<i>Almost Certain (A)</i>	M	M	H	H	E
<i>Likely (B)</i>	M	M	M	H	E
<i>Moderate (C)</i>	L	M	M	H	H
<i>Unlikely (D)</i>	L	L	M	M	H
<i>Rare (E)</i>	L	L	M	M	M

- E: Extreme risk - immediate action required
 H: High risk - prompt attention needed
 M: Moderate risk - mgmt responsibility must be specified
 L: Low risk - manage by routine procedures

Control Heirarchy:

1. Eliminate
2. Substitute
3. Redesign
4. Isolate
5. Administer
6. PPE

CODE OF CONDUCT

1. Any member of the Council or other person authorized to represent the Council shall always be mindful of the dharma and in particular, the 5-precepts in any and all dealings whilst fulfilling roles on behalf of this Council.
2. The 5-precepts are:
 - a. avoiding harming of all sentient beings;
 - b. avoiding stealing (taking things not freely offered by their owner);
 - c. avoiding telling and spreading lies;
 - d. avoiding sexual misconduct; and
 - e. avoiding consuming intoxicants and being intoxicated.

3. All such persons shall not condone others to knowingly and willingly breach the 5-precepts whilst in their care.
4. The Council endorses the concept of “Lead by Example” and encourages only the best standard of conduct of its members.
5. Members shall at all times be respectful of the law of the land, social customs and respect for individual’s rights and opinions.
6. Members shall respectfully acknowledge all other faith/religious/belief systems and the practices of their followers.

ACTIVITIES INVOLVING YOUNG PEOPLE – CHILD PROTECTION POLICY

In accordance with the legislation enacted to protect the interests of children and young persons, including the requirement for “Blue Cards” for any person directly or indirectly involved in provision of services to children on a one-to one or one-to-many basis without any other adult supervision, the Council fully supports and endorses a risk management approach to the issues involved.

Addressing the risk issues from a top-down perspective, they are:

1. Elimination of the person-types that the legislation is framed to protect against;
2. Elimination of the environments that the legislation is framed to protect against;
3. Administration of the policies that are affected by that legislation;
4. On-going review of the activities of persons appointed and regular debriefings
5. On-going review of established policies and procedures for relevance and effectiveness.

APPOINTMENT OF ELIGIBLE PERSONS

All committee members shall hold a current and applicable “Blue Card” as required under the legislation. If an appointment is made at an Annual General Meeting and the appointee does not hold a current Blue Card, the appointee must immediately make application for same and cannot participate in any decisions relating to prescribed activities under the legislation. Where appropriate, references shall be sought from the appointee and these shall be checked for accuracy and suitability.

Where the appointment was made for a position not directly relating to activities defined under the legislation, and the appointee does not hold such a card, that persona shall be required to make application for the card and shall not directly be involved with the prescribed activities until the card has been obtained and tabled.

If the appointment is specifically for prescribed activities under the legislation then that person will not engage in such activities until the required card has been obtained and tabled.

INDUCTION & TRAINING OF ELIGIBLE PERSONS

Before commencing to engage in any prescribed activities under the legislation, all appointees shall receive clear guidance and instruction in the expectations and requirements of persons and the scope of the activities to be performed. Details of such induction shall be recorded and stored with the other confidential details relating to the person maintained by the Secretary.

MANAGEMENT & SUPERVISION OF ELIGIBLE PERSONS

In relation to all prescribed activities, a detailed record of all such events shall be maintained by the appointee and a copy tabled to the management committee at least monthly. The record shall contain the date, time, duration and location of the event, together with the purpose, the details of adults present and the number of and details of young persons present, and the activities conducted. In addition to the above, if any monies or other gratuities were involved, these also must be recorded and tabled to the committee as part of the record of activity.

The register of Blue Card holders shall be reviewed periodically by the secretary and when a Blue Card is known to have expired or is close to expiry, the secretary shall ask the holder for a copy of the new card to be provided before they can continue to work in a prescribed activity once the card has expired.

IF THERE IS A SUSPICION OF HARM OR REPORT OF HARM

If the Management Committee receives a complaint from a person in relation to the appointee or in relation to an event or activity that alleges personal harm, either physical, emotional or spiritual, OR a member of the committee has reasonable grounds to suspect such harm, a special meeting of the committee shall be convened as quickly as possible and within three (3) days or such concern being raised.

This meeting shall consist of at least three committee members who are not the subject of the concern and if possible, the person identified in the complaint. At least one member present must be the President, Secretary or Treasurer of the Council, who must not be the subject of the concern.

Detailed minutes are to be recorded of the meeting wherein the subject of the concern shall be discussed and explored in detail.

If the outcome of the meeting is such that further subsequent action is deemed appropriate, either by the Committee or other external entities including the Police or other government authorities, the decided course of action shall be conveyed to the person concerned and such further action taken immediately.

Irrespective of the outcome, a formal letter of reply detailing the result of the meeting and the subsequent decision shall be forwarded to the complainant within two (2) days of that meeting or the decision being made, whichever is the later.

All matters relating to any such concern shall remain confidential save for any request from government authorities authorised to receive such information whereupon complete and full disclosure shall be given by all applicable members of the committee.

ACTIVITIES INVOLVING ELDERLY AND DISABLED PERSONS

In all cases the Council endorses the same policy as is applied to young people and it's related Child Protection Policy above. For all intent and purposes, they are the same. The procedures to be followed are as stated under the previous heading.

ACTIVITIES WHERE THE COUNCIL IS DEEMED THE AUSPICING BODY

In situations where the Council acts as the auspice organization for an event or program of events, the Council will ensure that its risk assessment policy is adopted by those other organizations and individual persons acting under its responsibility.

Any such organization or individual person who elects not to abide by this condition shall be excluded from participating in such activity.

The Council can invite the other entities to contribute to the resulting risk management process and certainly to assist in implementing any such decisions taken to manage identified risks and where there may be costs associated with the auspiced activity, such costs shall be apportioned commensurate with the relevant exposure to such risk by the entity concerned.

ACTIVITIES WHERE THE COUNCIL IS DEEMED SUB-ORDINATE

Where the Council is a sub-ordinate party to an event or activity, the Council shall always conduct its own risk assessment of its part in the event or activity prior to and during that event or activity, taking whatever action it deems appropriate to manage the risks that may be identified.

Where a higher authority imposes specific risk management requirements on the Council for the Council's participation, the Council shall exercise its discretion whether to continue its participation or to comply with the requirements should the cost to comply prejudice the Council's own financial position.

The Council will abide by the recommendation of its management committee in such instances.

WORKPLACE HEALTH AND SAFETY

The safety of Council members and visitors is paramount to the Council. Non-harming is also the first precept of Buddhist philosophy and practice. The management committee shall regularly consider WH&S issues at their meetings and in determining any activity that the Council may participate in.

VENUES AND CONVEYANCE TO AND FROM

All committee members will ensure that in traveling to and from any event arranged for or by the Council that they will take reasonable measures to protect their personal physical safety from accidental injury, motor vehicle collision, and physical violence. Mobile phones should have their battery charged and be able to be used i.e. turned on.

Where public transport is used, or in walking to or from a venue, mindfulness of the immediate location, climatic and physical conditions, and the presence of other persons nearby should all be noted, including traffic conditions and safe routes of travel.

On arrival at a venue, its exits should be noted together with lighting, toilet facilities and any physical elements that may require special care. The presence of people not expected to be there should also be noted and if there is any uncertainty, it may be advisable not to remain at the venue but instead seek out a more appealing location until others arrive.

Once entry has been gained an inspection of the facility is to be performed to identify and remedy any potential risks that may be present that may affect the safe use of the facility and surrounding areas, including approach and departure routes. Lighting and ventilation controls should be checked as well as fire fighting equipment, sensors and evacuation routes clearly identified. If the venue has personnel present to manage such issues they should be identified and introduced to any other Council members who may be present for the event.

On departure, if there is poor lighting it might be advantageous to travel together with others rather than leave alone. If it is required to secure the venue, this should be done in company if at all possible.

When traveling in your own or another private vehicle, it should be examined before use to ensure all safety equipment is working correctly, that seats and lights are properly adjusted and tyres and correctly inflated and that it starts without difficulty. When parking it, you should ensure it is locked securely with the parking-brake engaged and so it will not roll down any slope.

MANUAL HANDLING – NO LIFT POLICY

The Council supports a “No Lift” policy for all movement of equipment etc. This means that no one person should attempt to lift anything beyond a reasonable mass without either mechanical assistance or the help of other persons, and under no circumstances attempt to lift anything heavier than 50kg without mechanical assistance. Instead, whenever movement of items is required, they should be shifted laterally, using weight distribution or shifting, rather than lifting.

WORKING ALONE

Unless agreed by all parties concerned and prior to the actual event, no Council member should be expected to or indeed work alone at any venue where the Council's presence has been sought or needed.

CASH AND/OR VALUABLES IN TRANSIT

If the situation were to arise where a Council member was required to carry, or hold in their possession any sum of money or valuables, valued at \$100 or more, such details must be passed to at least two Management Committee members prior to doing so.

Where the value in the care of the person is \$500 or more, wherever possible that person should be accompanied by at least one other Council member.

Where the cash and/or other valuables is in connection with an event, the management of the funds in transit may be negotiated with the event management if they can offer an effective risk-management solution on the Council's behalf.

When such cash and/or other valuables need to be stored overnight, etc. the person in whose care these items are entrusted, must take all reasonable steps to secure and conceal its presence and only retain them in their possession for as brief a period as is necessary before banking them.

WORKING AT NIGHT

Except when there is no option but to work at night, the Council does not support working at night. Attendance at particular events does, however, frequently entail participating in events after sunset however, they should not be encouraged.

When such situations arise, it is preferable that no one works alone and that at least two members of the Council be present.

Secondary issues also take on higher importance at night, e.g. traveling, personal security and building safety. A heightened level of care should be exercised in each of these areas if one has to work at night.

Where Council representation is required and the representative does not have a motor vehicle available, the Council shall reimburse the representative for the cost of travel back to their home or other nominated residence for that evening, whichever is closer.

FORMS REGISTER

MEMBERSHIP FORMS

Only forms that have reviewed and approved by the management committee shall be used in the conduct of the Council's business.

This includes all forms used by the public, letterheads, greeting and business cards, membership and voting forms and all other documents bearing or representing this Council.

Also subject to the same review is any information brochure, fact sheet or other publications that may be produced for general distribution.

The forms register is appended to the back of this Manual.

FINANCIAL

This refers to the procedures to be followed for the flow of Council funds inwards and outwards. The Council is an income-tax exempt entity. It does not have "Deductible Gift Recipient" status and therefore monies given to the Council are not tax-deductible to the giver.

RECEIPTING MONIES

All monies received by the Council howsoever received shall be receipted by the Treasurer and an official receipt issued as soon as practical. The monies received shall be banked in full as soon as practicable in the Council's authorized bank account. No payments shall be made from un-banked funds at any time or for any reason whatsoever.

The management committee have a reserved right, indeed obligation, not to accept any funds that they may reasonably suspect as being tainted, unlawfully derived, or may have been offered in expectation of the provider obtaining some advantage or significant benefit from the Council or through the Council's actions, in which instance the funds shall be returned to the provider.

The same policy applies if the provision of any monies is deemed to have been derived through bringing harm to others. In both cases of rejection of monies, the offers shall be tabled at the next management committee meeting for recording.

GENERAL FUNDS

These may be monies received as a result of fund-raising activities of monies received incidental to representation at events and a not specifically identified as a Donation or a philanthropic Grant or a Bequest from a will – the receipt shall state the money is "General Funds".

DONATIONS

Whenever monies have been tendered explicitly as a "Donation" they shall be recorded as such on the receipt and the donor thanked for that gesture. When the monies have been received by mail and the amount is or exceeds \$100, a letter of thanks shall accompany the receipt and will be sent as soon as possible after the deposit has been cleared by the bank.

GRANTS & BEQUESTS

Where the Council received funds through a successful funding submission to a philanthropic organization or trust, any confirming paperwork shall be completed in a timely manner, with any conditions attached to be tabled at the next management committee meeting. A letter of thanks shall be forwarded to the grantor with the receipt appropriately described.

In the case of a Bequest from a Will, the receipt shall, if appropriate, be worded “received in the memory of...” and a letter of thanks forwarded to the trustee or executor as the case may be as soon as the deposit has been cleared by the bank. If any special conditions are attached to the bequest, these shall be tabled at the next management committee meeting.

SPENDING MONEY

Any payment out of Council funds must be accompanied by an original receipt, invoice or statement of account that clearly identifies the nature of the expenditure. With the exception of minor petty cash expenses, all payments shall be by cheque and only after approval by the management committee. No other cash payments are to be transacted.

LESS THAN \$50 – PETTY CASH

A petty cash account of fifty (\$50) dollars is held by the Secretary to meet out-of-pocket expenses. Small expenses, such as stationery, postage and similar can be paid for by members of the management committee and re-imbursed from this account without prior approval by the management committee. A reconciliation of the Petty Cash account shall be presented to the treasurer and tabled at each management committee meeting, whereupon such expenditure shall be discussed and upon approval, a reimbursing cheque shall be issued to restore the balance as previously agreed.

MORE THAN \$50 – PRIOR APPROVAL

For any expenditure of fifty (\$50) dollars or more, prior approval of the management committee must be obtained and only then a cheque issued. In the case of expenditure between one hundred (\$100) dollars and two hundred (\$200) dollars, two (2) written quotes are required and in the case of expenditures greater than two hundred (\$200) dollars, three (3) written quotes are required for the committee to make a decision. The lowest quotation need not necessarily be the quotation accepted by the management committee. In exceptional cases only i.e. if no quorum can be convened for a scheduled management committee meeting and there is an expenditure payment due that requires approval, a consensus of the President, Secretary and Treasurer to approve such payment shall be deemed approval of the management committee and shall be tabled accordingly at the next management committee meeting.

RECURRING EXPENSES

In the case of recurring expenses such as telephone accounts, insurance premiums or other definable periodic expenditures, where the management committee so approve, the continuing payments need not be consecutively approved unless any periodic payment should increase by fifty (50%) per cent or more over the value originally approved.

REPRESENTATION

ADHERENCE TO AIMS

At all times when members of the Council or their authorized representatives act on behalf of the Council, it is an explicit requirement that any such representation shall comply with and be in accord with the Council's endorsed Aims as set out in the Council's constitution. Representations outside those aims are not deemed to be those of the Council.

All requests for representation to the Council or its members should be tabled at the next meeting of the management committee.

The detail of all such representations should be tabled at the next meeting of the management committee as a matter of record, and if appropriate, should be considered for inclusion on the Council's web site.

SCOPE AND EXTENT OF COMMENT

Any representation is to be made within the competency, skill, knowledge and understanding of the person representing the Council. Where a person has been asked to represent the Council but considers that they lack the necessary resources or ability to properly represent the Council at that time, should seek to have someone else represent the Council.

When asked to provide "expert" opinion on dharma, inter-faith or other matters that may be widely published, such comment should be referred to the management committee before any such opinion or comment is given.

If asked to comment on matters relating to general sangha matters, or specific sangha members in particular, the Council shall always refer that inquiry to the relevant tradition, lineage or school in the first instance, to other sangha in the second instance if none can be found in the first instance, only then if no sangha can be found to respond shall the Council seek to comment on such inquiry.

Where regular request for similar information are sought from the community, the management committee may, at its discretion, compile, store and publish authorized literature to respond to such inquiries then and in the future. Such documents shall then become registered forms as detailed previously.

Where previously approved Council literature exists to respond to any inquiry, this should be used in the first instance.

ROLES OF SANGHA AND LAY-PERSONS

Wherever possible, on matters concerning the Buddhist teachings, practices, ceremonies, ethics, or specific interpretation of Buddhist issues, such inquiries should be first referred to members of the sangha for comment. If no such members are available, the matter should be referred to the management committee for guidance and development of a formal comment. Where particular non-sangha persons can be identified as having certain knowledge, experience or positive reputation regarding an issue, e.g. a published author on a relevant subject, the inquiry can be referred to that person on behalf of the Council.

INDEPENDENCE - NO BIAS OR PREFERENCES

The Council uniformly recognizes and represents all traditions, lineages and schools of Buddhism that can be clearly identified as having their heritage traced directly back to Lord Buddha himself.

Therefore no one tradition, lineage or school shall be considered as being superior, better, worse, above or ahead of any other tradition, lineage or school of Buddhism. All teachings and practices shall hold equal value and all ordained sangha shall be accorded equal recognition.

EDUCATION ACTIVITIES

Teaching the dharma is one of the Buddha's greatest wishes for practicing Buddhists!

The Council supports any activities that support the wholesome, non-harming dissemination of the Buddha's teachings to the world.

CHAPLAINCY IN EDUCATION INSTITUTIONS

Chaplaincy in education facilities is often governed by institutional constraints, protocols and requirements that are supplied before and such participation is extended. In Queensland, there is a pre-requisite for any provider to hold a current "Blue Card". Most institutions also require some formal letter of recognition from an auspicing body – of which this Council is one. The other usual condition is submission of and adherence to a written curriculum.

FORMALISED WITH CURRICULUM

The curriculum to be applied should be compiled in collaboration with the institution and address the subject and scope of the intended chaplaincy. If the Council is the principal provider, the curriculum is to be tabled at the next management committee meeting for approval and prior to commencement of the chaplaincy, allowing for any amendments to be incorporated before hand. Where the Council has been asked to endorse another's curriculum, this must be tabled at the next management committee meeting together with a profile of the provider, including that person's experience, knowledge and the name of the Centre he practices with. If the committee has any objection to endorsing the curriculum or the provider, such objection shall be given to the provider as quickly as possible. Only if the majority of the Council approves of the both the provider and the curriculum shall such endorsement be given and shall remain in force only for the duration of the period requested, or one calendar year, whichever is the longer.

AD-HOC

In cases where the Council is asked to provide chaplaincy on a one-off or ad hoc basis, the request must be tabled at the next management committee meeting for discussion and approval, including the form and content of the chaplaincy. The Council shall use its best endeavours to locate and recommend persons suitable to provide such chaplaincy, whether they are members of the Council or otherwise.

CHAPLAINCY IN PRISONS ETC

Chaplaincy in prisons is often governed by institutional constraints, protocols and requirements that are supplied before and such participation is extended. Most institutions also require some formal letter of recognition from an auspicing body – of which this Council is one. Chaplaincy may be directed towards one resident or to a group, or both. Where a group is concerned a curriculum may be required or at least desired. If the Council is to be the provider, this must be tabled at the next management committee meeting for approval, together with a profile of the provider, including that person's experience, knowledge and the name of the Centre he practices with. If the committee has any objection to endorsing the curriculum or the provider, such objection shall be given to the provider as quickly as possible. Only if the majority of the Council approves of the both the provider and the curriculum shall such endorsement be given and shall remain in force only for the duration of the period requested, or one calendar year, whichever is the longer.

AD-HOC

In cases where the Council is asked to provide chaplaincy on a one-off or ad hoc basis, the request must be tabled at the next management committee meeting for discussion and approval, including the form and content of the chaplaincy. The Council shall use its best endeavours to locate and recommend persons suitable to provide such chaplaincy, whether they are members of the Council or otherwise.

CHAPLAINCY IN HOSPITALS & MEDICAL CENTRES

Chaplaincy in medical centres may suggest issues relating to death and dying and as such should always be treated with the utmost compassion and respect. Therefore such work is most likely to be best provided by members of the sangha, or other lay-persons with suitable experience, qualifications etc, who may be endorsed for such work by their or other dharma centres.

REGULAR ARRANGEMENT WITH PERSON OR ORGANISATION

Notwithstanding the over-arching policy above, if Council members seek to provide such services or if the Council receives a request to provide or refer such services, the prior endorsement of the management committee should be obtained IF the Council is to be associated with such services in any causal manner. Individual members, acting without reference to the Council are free to pursue their own arrangements.

AD-HOC

Notwithstanding the over-arching policy above, if Council members seek to provide such services or if the Council receives a request to provide or refer such services, the prior endorsement of the management committee should be obtained IF the Council is to be associated with such services in any causal manner. Individual members, acting without reference to the Council are free to pursue their own arrangements.

PARTICIPATION IN NON-BUDDHIST ACTIVITIES

There may be requests from time to time for the Council to represent the Buddhist community in activities not directly related to Buddhism, inter-faith or multi-cultural issues e.g. government-initiated working parties, sporting or recreational events, corporate or privately sponsored promotional events.

The Council does not support such participation since it fails to meet the aims of the Council.

In matters of an inter-faith or multi-cultural nature, the request must be tabled at the next management committee meeting for discussion and approval, thereby defining the form and content of the participation. As a matter of principle the Council should be supportive of such participation so long as any participation does not cause harm to any sentient being and will represent Buddhism and it's practitioners in a positive way.

RELATIONSHIPS WITH MEMBERS

The Council exists for, through and by its members, both individually and as groups and centres.

If any member brings a matter to the attention of the Council, the Council will address that matter and respond to that member within ninety (90) days of receiving that matter. If the matter is a grievance against any other member of the Council or the Council itself, the management

committee may elect to have the matter investigated by an external body or may decide to exclude certain members from investigating the matter. At all times, the Council must maintain an impartial view to the matter and the outcomes.

If a plaudit is received by the Council regarding any member of the Council or the Council itself, a reply shall be forwarded to the sender within thirty (30) days and a copy of the plaudit sent to the member concerned as soon as possible.

VISITS TO MEMBER CENTRES

By virtue of the role the Council undertakes, it should be encouraged for Council members, through their centres, to routinely invite other members to their respective centres, possibly on a reciprocal basis. It is further encouraged that the management committee also endeavour to visit member centres as often as possible during the course of their term.

Similarly, if member's centres are interested in hosting any of the various meetings of the committee or the whole council, such invitations should be supported wherever practical. Recognition of those centre's which have hosted such meetings should be acknowledged in the annual report of the Council.

PARTICIPATION IN MEMBER CENTRE'S ACTIVITIES

If the Council should be formally invited to participate in the dharma-related activities of a member Centre, the Council should endeavour to do so. Any such invitation should be tabled at the next management committee meeting for discussion and a determination of what representation should be made.

PARTICIPATION IN NON-MEMBER CENTRE'S ACTIVITIES

If the Council should be formally invited to participate in the dharma-related activities of a non-member Centre, the Council should endeavour to do so. Any such invitation should be tabled at the next management committee meeting for discussion and a determination of what representation should be made.

Any representation should include a formal request from the Council to that Centre to become a member of the Council prior to the activity, however if the primary goal of the function is to promote the dharma then attendance should be encouraged independent of such membership.

If the primary goal of the function however, is other than promotion of the dharma explicitly, then the management committee must decide the merit of such support and shall be their sole discretion only. Centre's whose traceable lineage to the Buddha may be indistinct, unclear or non-existent may have their right to membership of the Council or to receive Council support denied or at least made conditional upon such evidence being provided within the time period notified by the committee.

CORRESPONDENCE

All correspondence received by or issued from the Council shall be recorded and be available for inspection by any council member at any reasonable time.

No third-party endorsements or solicitations shall accompany any outward correspondence, in any form, without the prior consent of the management committee and then only in the form, manner and extent, as determined as part of that consent.

MAIL

The Council's post office box should be cleared at least weekly. Any mail received by members of the management committee should be advised to the secretary as soon as possible after receipt and passed to the secretary when they next meet.

INWARDS

All mail addressed to the Council either by name or by intent is to be entered into the Correspondence register, detailing date received, sender's name and subject. Once tabled at the next management committee meeting, the date it was tabled is to be also entered against that entry.

REPLYING

All correspondence must be responded to as quickly as possible. Where the subject of the correspondence is such that it requires discussion by the management committee, the secretary should send a acknowledgement to the sender within a reasonable time. The matter can then be discussed and the outcome conveyed to the sender as quickly as possible by the secretary.

URGENT

Where the subject matter is deemed urgent by the secretary, and may require deliberation by the management committee, the secretary should alert the president of the Council whereupon they may agree to seek the endorsement of the treasurer of the Council for a nominated response, or they may agree to call a special meeting of the management committee to discuss the matter. No unilateral action, on behalf of the Council, should be undertaken without the approval of at least the secretary, president and treasurer in any matter deemed urgent in this way.

OUTWARDS

All replies and original correspondence emanating from the Council shall be recorded in the Correspondence register and a copy retained for reference purposes. If the matter is one that required discussion and a decision by the Council or its management committee, and details regarding the decision should be noted by way of minute and kept in the other records of the meeting.

SECRETARY'S ROLE

It is the secretary's primary responsibility to act as the initial point of contact for all Council business unless otherwise determined by the management committee. Generally, all correspondence from the Council should be addressed under the secretary's name and signature, unless otherwise agreed.

OTHER COMMITTEE-MEMBERS

Committee members may, from time to time, directly receive correspondence for the Council or have such mail addressed to them. Such correspondence should be passed to the secretary for action as previously detailed. Except in cases of close direct personal association between the

receiver and the sender of such correspondence, no further response should be given by the receiver unless endorsed by the management committee.

EMAIL, FAX & PHONE

The Council's email addresses should be cleared at least weekly. Any email received by members of the management committee should be forwarded to the Council's own email address as soon as possible after receipt.

Faxes can be regarded as ordinary mail for the purposes of this Manual.

Phone calls should be recorded in the same way as any other correspondence, with relevant details being recorded in some print form, either hand-writing, printed record or other means.

INWARDS

All emails received by the Council, other than "junk" or "spam", are to be entered into the Correspondence register, detailing date received, sender's name and subject. A hard-copy is to be printed for reference. Once tabled at the next management committee meeting, the date it was tabled is to be also entered against that entry.

The forwarding of emails, without the originating person's explicit consent can be a breach of copyright. Therefore the only emails that can be forwarded are those where the Council's own response is that sought by the originating sender – any other email can only be noted.

REPLYING

All emails must be responded to as quickly as possible. Where the subject of the email is such that it requires discussion by the management committee, the secretary should send a acknowledgement to the sender within a reasonable time. The matter can then be discussed and the outcome conveyed to the sender as quickly as possible by the secretary.

URGENT

Where the subject matter is deemed urgent by the secretary, and may require deliberation by the management committee, the secretary should alert the president of the Council whereupon they may agree to seek the endorsement of the treasurer of the Council for a nominated response, or they may agree to call a special meeting of the management committee to discuss the matter. No unilateral action, on behalf of the Council, should be undertaken without the approval of at least the secretary, president and treasurer in any matter deemed urgent in this way.

OUTWARDS

All replies and original emails emanating from the Council shall be recorded in the Correspondence register and a copy retained for reference purposes. If the matter is one that required discussion and a decision by the Council or its management committee, and details regarding the decision should be noted by way of minute and kept in the other records of the meeting.

SECRETARY'S ROLE

It is the secretary's primary responsibility to act as the initial point of contact for all Council business unless otherwise determined by the management committee. Generally, all email from the Council should be sent under the Council's email address and bear the secretary's name, unless otherwise agreed.

OTHER COMMITTEE-MEMBERS

Committee members may, from time to time, directly receive emails for the Council or have such email forwarded to them. Such emails should be forwarded to the Council's email address for action as previously detailed. Except in cases of close direct personal association between the receiver and the sender of such email, no further response should be given by the receiver unless endorsed by the management committee.

APPENDIX –**REGISTER OF APPROVED FORMS**

These are the approved forms up to and including April 27, 2006

Format for identifying the form: Fm.n = form number mmyy = date introduced n = version

Fm.1-0507-2	General Information Brochure Tri-fold Double-sided	[BCQinfoBrochure0705]
Fm.2-0505-2	Membership Form – Centres	[BCQmshipFormC0406]
Fm.3-0805-2	Membership Form – Individual / Family	[BCQmshipFormI0406]
Fm.4-0306-1	Proxy Voting Form	[BCQproxyVoteForm0306]
Fm.5-		

CURRENT VERSIONS OF OTHER DOCUMENTS IN USE

BCQ Constitution & Rules	- BCQrulesMar2006
BCQ Operations Manual	- BCQopsManualV3JF270406