



PLAN OF MANAGEMENT

For

**An Khong
Buddhist Monastery
& Temple**

At

**353 – 357 Delaware Road
Horsley Park NSW 2175**

Amended 30 November 2015

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1. INTRODUCTION & DEVELOPMENT DESCRIPTION

This proposed Operation Plan of Management (OPOM) has been prepared to accompany to a Development Application to Fairfield City Council in support of a proposed place of public worship – An Khong Buddhist Monastery and Temple at 353 – 357 Delaware Road, Horsley Park.

The purposes of the OPOM are to ensure that the proposed Buddhist Monastery and Temple would successfully integrate with surrounding properties, protect the amenity of neighbouring properties, and yet provide a high quality environment for the resident monk and his followers.

This OPOM provides details of the proposed Buddhist Monastery and Temple and outlines potential amenity issues that need to be taken into consideration in the operation of the Temple so as to protect and/or maintain the amenity of surrounding properties. The OPOM also outlines the normal operation and special event operation of the proposed temple, as well as the proposed measures to be implemented to ensure that the operation of the Temple has the highest regard to the amenity of neighbouring properties.

It is recommended that this Operation Plan of Management forms part of any Development Consent to be issued for the proposed place of public worship - Buddhist Monastery and Temple for the subject site.

PROPOSED DEVELOPMENT

The proposed development entails the following:

- The proposed development is for the construction of a purpose built Buddhist Monastery and Temple comprising a Buddhist temple building, 2 unenclosed Buddhist art gallery pavilions, an administration building, a dining hall, 2 training blocks and 2 residential accommodation blocks. It also includes toilet facilities, information pavilion, an entry gate, car parking and associated landscaping.
- The Buddhist temple building is located off the main carpark. It consists of the main assembly area of 144m² in size and is designed to cater for a maximum of 72 fixed seats/benches. It will house 18 famous Buddha statues located on built up altars on either side of the main hall. The main Altar is for the display of a large Buddha Statue and can only be accessed by monks during services.
- Pedestrian and vehicular access to the site will be obtained from Delaware Road through a purpose built entry gate.
- The Temple provides facilities for the worshipers, a maintenance workshop and ancillary rooms.
- Visitors to the temple can view various Buddhist arts at the proposed 2 gallery pavilions located at the front the temple ground.
- The Monastery component comprises private meditation rooms and residential accommodation for 24 Monks & Nuns (Appendix 5 provides a full list of names for permanent residents to occupy the Monastery). The monastery component is located at the rear of the site away from the temple and will not be accessible to the general public. The area will be clearly marked as 'no public access' so as to separate the private from the public accessible areas of the site. Security Card Readers will be provided to control access to areas accessible only by the Temple Master, Monks or Visiting Dignitaries.
- A dining hall is incorporated into the temple, located adjacent to the Temple Administration block. This will be used during the 3 special events that occurs a year, where typically worshipers are invited to stay for a quick meal after the main service. No food will be prepared on the premises as worshipers will bring pre-prepared food to

the temple, though there are facilities on site for the safe storage of the pre-prepared food which is re-heated as required.

- The site will be landscaped in the Buddhist style to provide a peaceful tranquil place to worship and for the resident monks to meditate.
- The Buddhist Monastery and Temple proposes to operate from 7.00am to 9.00pm Monday to Sundays. Whilst the Buddhist Temple opens from 7.00am, formal meditation only take place once per day between 7.00pm and 9.00pm, which will be conducted by the resident monk. Worshippers will kneel on fixed seats/benches shown on the floor layout plans when attending meditation procession.
- The proposed development provides for a total of 120 car parking spaces, accessed off Delaware Road. The carpark is divided into 2 sections. The front car park is a public car park that caters for 70 car spaces and the rear car park is designated as private car park caters for 50 car spaces.
- A traffic marshal is to be appointed to manage the operation of the car park in order to ensure that worshippers appropriately park at the designated car spaces and exit in a satisfactory manner and respecting adjoining residential neighbours. It is proposed that worshippers be directed to park in the proposed car parking spaces.
- The operation of the proposed Buddhist Temple can be divided into normal operation and Special Event Operation, as follows:

Normal Operation

During the normal operation phase, the Buddhist Temple operates between the hours of 7.00am and 9.00pm Monday to Sunday. Within these operating hours, visitors are welcome to the site and engage in personal meditation. The resident monk only conducts formal meditation ceremonies to his worshippers between the hours of 7.00pm till 9.00pm daily. It is anticipated that a maximum of 30 people will attend the site at any one time during the normal operation phase. However, congregation comes and go from the premises, as has been experienced with other Buddhist temples.

The activities conducted within the temple include reading of scriptures and silent meditation and the noise relating to the meditation ceremonies involves that of one person speaking.

No ceremonial drums are used on site. Only a gong will be used 3 times at the conclusion of each meditation session.

Special Event Operation

There are three (3) special events associated with the Buddhist religion that will occur at the premises. These are as follows:

Chinese New Year	-	first new moon of the Year
Buddha's Birthday (The Vesak Celebration)	-	8 April
Abhidhamma Day (Devotion to Buddha's Mother)	-	Full moon in October

During the special event days, member of the faithful come to the site throughout the day from 7.00am to 9.00pm to pray and pay respect to Buddha and the resident monks. The number of people anticipated to attend the site is 70 at any one time with a maximum worshipper of 150 people, however worshippers sheldon come at once

and instead the worshippers come and go throughout the day. The celebrations are of religious nature.

Parking demand during special events would be higher than normal operation. It is proposed that an instruction be given to all visitors to park within the proposed car parking spaces on site during special events and should the car parking spaces be fully occupied, a member of the congregation is to ensure that no vehicles are parked illegally nor parked across the driveway of any surrounding residents to ensure that the activities associated with the temple does not cause a nuisance to the amenity of surrounding residents.

The temple provides for a maximum of 72 seats and has the capacity to cater a maximum of 72 worshippers. The seatings are traditional and comprise individual benches/seats and prayer book stand used during services.

- The Temple will be accessible to the disabled and comply with AS1428.1 relating to disabled access.
- A Smoke Detection System will be provided in accordance with the BCA Spec E2.2a, subclause (b) & AS 1670.1.
- The Temple Master, THANH HUNG LE undertakes to use best practice management to ensure a happy coexistence between the Temple, its congregation and the neighbours.
- A copy of this plan of management for the proposed AN KHONG BUDDHIST MONASTERY & TEMPLE is to be translated into VIETNAMESE and a copy of that will be kept on the premises to assist in its implementation.
- The proposal is detailed in the architectural plans prepared by HVT Design P/L, an extract of which is shown below.

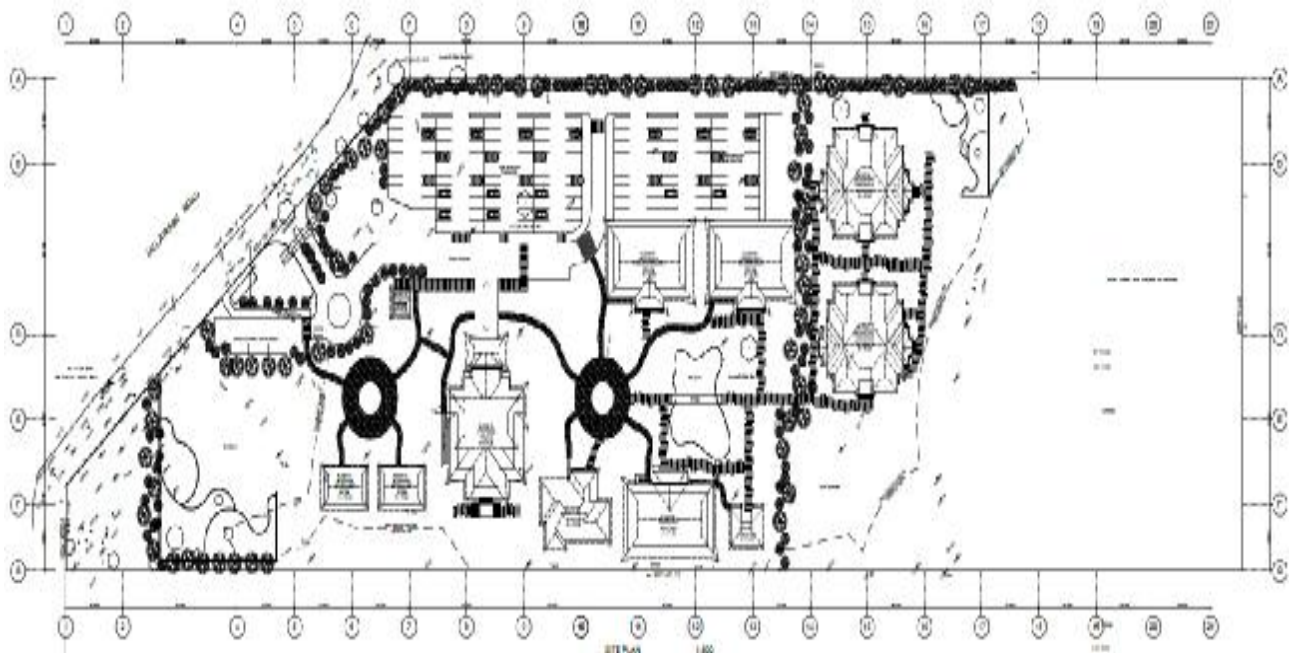


Figure 1: Monastery Plan - the assembly area has fixed bench seating as indicated on the temple plan and is for maximum 72 persons and this will cater for the maximum demand which is during the 3 special events. This will be outlined further below.



Figure 2: Statue Altars



Figure 3: Front altar

NORMAL – TEMPLE ACTIVITIES

2.1 Operational conditions & Hours for Norma Use

During normal operation, the Temple is open between 7.00am and 9.00pm 7 days a week. During these hours, visitors are welcome to come to the site and engage in personal meditation. Between the hours of 7.00pm till 9.00pm from Monday to Sunday formal meditation ceremonies are conducted under the guidance of the resident monk.

The normal activities involve reading of Scriptures and silent meditation. The noise associated with the meditation ceremonies is that of one person speaking and chanting. There will be no amplified speaker used during the meditation sessions.

The numbers of faithful in attendance at normal event operations is expected to be a maximum of 30 worshippers.

- Monday to Friday and Sunday: The temple is open from 7:00am to 9:00pm as follows:
 - 9am to 7pm: the Temple is open to the congregation for praying. During this period of time, there are no formal praying activities or service, just personal praying. There is no use of speaker, wood block or chanting during this period of time. People are welcome to come to the temple during this period for individual pray. The maximum number of people expected to attend during this period at any one time is a maximum of 30 based on current normal day to day operations of other temples. People come at staggered times.
 - 7:00pm to 9:00pm: there is a formal praying time for the congregation which is a formal service. The maximum number of people attending the formal prayers is 24 people including the master and Monks based on current normal day to day operations.
- Saturday & Sunday: The temple is open from 9:00am to 5:00pm as follows:
 - 11:00am to 11:40am: Buddhism bible teaching from master to prayers. Internal speaker may be used during this time, but doors and windows will be closed to attenuate noise.
 - 11:40am to 3:00pm: Praying time. Internal speaker maybe used during this time. Location of the speaker is shown on floor plans.
 - The maximum number of prayer expected to attend during this period is 50 with around 30 at any one time based on current normal day to day operations.

- The normal activities mostly involve reading of Scriptures, and silent meditation. The noise associated with the meditation ceremonies is of one person speaking and chanting. There will be **no amplified speaker** used during this type of activity.
- There will be 24 persons, including the temple principle, Master **THANH HUNG LE** in full time residence at this Monastery/Temple.

2.2 Worship Activities

- All worship activities and services will be conducted inside the Temple.
- Chanting, prayers and the recital of Buddhist texts are to be spoken by voice only. Microphones or other public address systems are only to be used on special event days.
- Acoustic assessment has identified that ordinary use of the wood block 'beat keeper' and metal bowl 'quong' will not disturb neighbours. However, the use of these instruments is to be carried out in a manner which respects the residential nature of site and its surrounds.
- During any normal Temple Service, all doors and windows are to be kept closed until such time as the service has concluded.
- At this time, parishioners are to make their way directly and quietly to their vehicles and exit the premises in a quiet and respectful manner so as to cause disturbance to neighbours.
- No gathering of parishioners is to take place outside the temple premises either before or after any service.
- Any parishioner wishing to remain after any normal Temple service will proceed immediately to the temple residence to meet with the master or Monk.
- All acoustic recommendations will be undertaken and complied with during all temple activities.
- Meditation music is to be kept to a low background volume. The meditation music must not be audible from outside the Temple at any time.
- During the early morning meditation sessions (attended only by the resident monks) the doors and windows of the prayer room are to be kept **closed at all times**.
- The monk leading the worship session has provided an undertaking to ensure that the Meditation Temple is conducted in a manner with the fullest respect of adjoining residential neighbours.

2.3 Parking

- The temple is provided with 70 parking spaces in parking area 1, which include disabled parking spaces complying with AS2890.1. The car park is access from Delaware Road and has very good manoeuvring space for easy parking.
- Members of the faithful are respectfully requested **not to park on the street**, unless all other on-site parking is full.

- The disabled parking spaces are only to be used by holders of a disabled parking permit.
- Under no circumstances are visitors to the site to block the driveways of neighbouring properties. There is no need to park on Delaware Road, as more than adequate car parking spaces are provided on site for visitors.
- All personnel, clients and other visitors are instructed (by sign posting) to enter and exit the premises in a quiet and orderly manner.
- Members are requested to proceed from the carpark to the Temple quietly and directly to avoid disturbances.
- Every 6 months, the Master will provide flyers to members of the meditation group and remind members during meditation sessions that parking is to occur in accordance with the above.
- The resident Monk is to immediately request any inappropriately parked vehicle to be moved.
- There are no Temple activities proposed on any part of the Temple Ground. All temple Activities are to be solely within the Temple and the Temple Monastery.
- The temple carpark is proposed for parking only.
- The On-Site parking at the temple caters for all Normal Activity demand on any given day. There is no need for parishioners to park in front of any residence.
- The main gate will be opened in the morning by a Temple staff member and will be generally open during normal hours 9am – 9pm. The gate will be locked after hours.

Person(s) Accountable for Ensuring Compliance:

- The driver of any vehicle associated with the temple is responsible for ensuring that it is parked in accordance with the requirements of this plan.
- Where a car is observed by a member of the faithful to be parked or manoeuvred contrary to this plan that person is required to notify the Master immediately.
- It is the responsibility of the Master to find the driver of an unlawfully parked vehicle and ensure that the problem is rectified as soon as possible.
- It is the responsibility of the Temple Master THANH HUNG LE to ensure that flyers advising of parking requirements are distributed to members of the faithful every six months. The Master is also assisted by the Monks, Nuns & Volunteers during services and special events.

2.4 Neighbour Relations and Dispute Handling

- The letter included at Appendix 1 of this Plan of Management is to be distributed by letter box drop to all adjoining and surrounding residents immediately upon issuance of Development Consent. The letter is to be delivered to properties within a **500m radius of the Temple**. The letter provides a name and contact information for the Temple Master THANH HUNG LE. The Temple Master THANH HUNG LE will be responsible for handling any complaints from adjoining owners. The letter is to be updated as appropriate to reflect any changes in the contact details provided. After any change in

contact information, the letter is to be redistributed to ensure surrounding residents are kept up to date with current contact details.

- Neighbours are encouraged in the first instance to make any complaints or other concerns known to The Temple Master or resident Monk.
- Upon receipt of a complaint, Temple Master THANH HUNG LE will fill out the Complaint Register included in Appendix 4. At the time of receipt of the complaint, the Temple Master is to advise the complainant that they will be contacted within 48 hours in writing (refer to sample letter Appendix 2 with advice of the course of action that will be taken in response to the complaint.
- The Complaint Register includes a field to record the complainants suggested solution to resolve the problem. All suggested solutions will be properly recorded and implemented where practicable.
- Temple Master THANH HUNG LE will attempt to identify a solution to the immediate cause of the complaint as well as a solution which will ensure that the source of the complaint is not present in the future. The complainant's suggested solution (if provided) is to be included in these solutions.
- The Complaint Register is to record the time and date of the reply phone call.
- The Temple master will write to the complainant, refer sample Appendix 2 advising if a solution is available and that the complainant should please respond in writing with any comments.
- Should the solution be acceptable, a full record of the correspondence will be kept to ensure that matter has been properly resolved.
- Should the complainant NOT be satisfied with the proposed resolution, again this should be sent to the Master in writing with any suggestions or comments the complainant may have.
- At this time the Master will reassess the nature of the complaint and arrange a formal meeting so that both parties can meet and discuss the issue.
- At this meeting formal minutes are to be kept so that any resolution or impasse can be recorded.
- The master will then either implement the agreed solution or seek external advice from suitably qualified people to intervene and help resolve the matter.
- The resolved course of action is to be implemented as soon as practicable.
- Where a simple solution to the complaint can be being identified, the Temple Master THANH HUNG LE is to telephone the complainant within 48 hours of the receipt of the complaint and advise the complainant of the appropriate solution.
- If the complainant is satisfied with the suggested solution then a response is to be recorded in the Complaint Register.
- ONLY if the complainant remains dissatisfied with the suggested solution Temple Master THANH HUNG LE is to advise Fairfield City Council of the unresolved complaint using the pro forma letter provided as Appendix 2 as the basis of the

correspondence to Council and ask that they assist in the formulation of a solution that will satisfy both parties.

- The complaint register must be kept up to date and may be inspected by council officers at any time.

Person(s) Accountable for Ensuring Compliance: The Temple Master THANH HUNG LE is responsible for the discharge of responsibilities arising from a complaint being received.

2.5 Acoustic Monitoring

- The Plan of Management requires that noise emanating from within the meditation room, should not be able to be heard from outside the meditation room. The monks should familiarise themselves with volume settings on both the meditation music playback system and the PA system to ensure that correct volumes are known, if required to be used.
- In the event that the complaint register identifies noise complaints as a recurring issue, an electronic acoustic monitoring device will be purchased at the full expense of the Temple. The device will then be used to ensure that sound pressure levels from meditation music play back do not exceed 70dB(A) when measured inside the meditation room.
- Recommendations made in the Acoustic report are to be strictly adhered to.
- All Activities are to be contained within the Temple.

Person(s) Accountable for Ensuring Compliance: The Temple Master THANH HUNG LE is responsible for the discharge of responsibilities relating to acoustic monitoring.

2.6 Paper and Incense Burning

- The Temple Master THANH HUNG LE has confirmed that there will not be any Joss paper burning in any events.
- There will be limited incense burn and only within the temple building to mitigate any impact to surrounding properties.



Figure 6: Example of incense burning being performed

2.7 Other Matters

- The temple comprises: the main hall for attendance to come and pray/meditate. The side annex of the temple comprises the temple amenities, a small store room for

religious artefacts and maintenance equipment, a dining hall for special events (discussed in Section 3 of this POM).

- The Temple Master THANH HUNG LE is on site during ordinary business hours and is responsible for the day to day operations of the business. Responsibilities and duties include:
 - Video surveillance is provided to monitor the external areas and car park. Adequate lighting for security purposes is to be located at the entrance and in all hallways and car park. All personnel are to be trained in emergency evacuation procedures, including the use of the emergency services number for easy access to emergency services. Passageways, hallways, corridors, egress paths and the like, must be kept clear of obstructions and accessible to a minimum width of one (1) metres.
 - Fire safety equipment, emergency lighting, exit signs, smoke detectors and any other essential services are to be provided to the satisfaction of Council.
 - The correct type of portable fire extinguishers must be provided (for example water-based extinguishers for paper and wood fires; dry chemical extinguishers for electrical fires). These must be appropriately identified, accessible and their location(s) made known to all volunteers.
 - All essential services are to be serviced by a suitably qualified person and a Certificate of Compliance must be forwarded to Council annually.
 - In addition, evacuation procedures must be arranged and emergency drills carried out on a regular (minimum 3 monthly) basis. There must be adequate general maintenance of all work buildings and structures. This should cover, for example, electrical safety and maintenance of floors to avoid trip hazards.
- Normal domestic waste will be generated from temple and residential operation. The waste will be collected by council collection services. Any special waste requirements will be arranged with a private contractor on an as required basis.
- With the exception of domestic pets otherwise permitted by Council, animals including livestock and poultry are not to be brought to or kept on the premises.
- The illuminated statue is to be switched on only between the hours of 5pm and 8pm.
- Flags are only to be run up or down flag poles between the hours of 10am and 5pm.
- The temple Will NOT have a columbarium nor any structures that will house ashes of the deceased or their belongings.

Person(s) Accountable for Ensuring Compliance: The Temple Master THANH HUNG LE is responsible for the discharge of responsibilities relating to other matters.

3 SPECIAL EVENT – TEMPLE ACTIVITIES

3.1 Special events

There are three (3) special events that occur annually in the Buddhist Calendar. These are as follows:

- Chinese New Year (First New Moon after western New Year), Buddha's Birthday (The Vesak celebration) 8th April and Abhidhamma Day (Devotion to Buddha's Mother): Full Moon in October.
- The special event ceremonies are intended to take place between 10am and 6pm. They involve pre-prepared food as well as on site catering (hot soup).
- All worship activities and services will be conducted inside the proposed Temple.
- During these events and these events only, the operators intend to use amplified speakers. Speaker volume is proposed to be fixed and monitored under the POM.
- All worship activities and services will be conducted inside the new Temple
- During the services that Amplified Speakers will be used, the Temple doors and Windows are to be kept closed as per the Acoustic Recommendation. Furthermore all windows will be in 6mm glass and with acoustic seals. The main doors are very solid Timber doors that when closed will add to the soundproofing.
- All acoustic recommendations will be undertaken and complied with during all temple activates

Whilst the three special events are recognised as important events in the Buddhist Calendar and additional attendance at the Temple is to be expected, it is important that the rights of neighbouring residents are fully respected.

3.2 Operating Hours

- Visitors to the Temple are only allowed between 7am and 7.30pm. All visitors must leave the Temple by 8pm.
- The Temple Master THANH HUNG LE is responsible for the discharge of responsibilities relating to special event hours of operation.

Chinese New Year

- **Chinese New Year, (Lunar New Year)**, the first day of the first lunar month of Chinese calendar year. Operation hours are from 9:00 am to 2:00pm as follows:
 - 9:00 am to 11:00 am and from 12pm to 2:00 pm: the temple is open for public access and individual prayer; and
 - 11am to 12pm: there is formal prayer ceremony. Internal speaker is used for this ceremony. This activity of the temple is to pray to gods for good luck, wealth, health, wisdom, career, longevity, peace and happiness at temple.
- Maximum number of people expected to attend the ceremony on this day is 70 at one time with a maximum number of 150 throughout the day.

- There is no lion dance and music show to be held at the temple at any time.

Buddha's Birthday

- **Buddha's Birthday** (The Vesak celebration) 8th April (Lunar calendar). Buddha's birthday is the most significant day of the year for Buddhists, with celebrations for the birth, enlightenment and death of Sakyamuni Buddha, the Founder of Buddhism. Operation hours are from 10:30am to 1:30pm as follows:
 - 11:00am to 12:30pm: Blessing Ceremony for World Peace, Bathing of the Buddha and Purification of Our Minds Ceremony. Internal speaker maybe used within this period; and
 - 12:30pm to 13:00pm: serve lunch to prayers. This special vegetarian lunch is totally prepared by followers at their homes and they bring it pre-prepared & packaged to temple on this special day to share with others as a religion party. The food is brought to temple in the morning before the ceremony and will be heated at the Temple Kitchen before lunch. The foods served are free of charge to public and there is no such food trade within this temple operation at all at any time during the year.

Abhidhamma Day

- **Abhidhamma Day: seventh full moon of lunar calendar.** On the Abhidhamma Day, the Buddhists offer lights to the image of the Buddha and carry out good deeds as per the tradition that has been continued from the time of the Buddha Himself. The festival is a time for merry making, though basically, it retains its spiritual characteristics. Blessing ceremony will be from 11.30am to 12pm as follows:
 - 12pm to 1pm: serve lunch to prayers. This special vegetarian lunch is totally prepared by followers at their homes and they bring it pre-prepared & packaged to temple on this special day to share with others as a religion party. The food is brought to temple in the morning before the ceremony and will be heated at the Temple Kitchen before lunch. The foods served are free of charge to public and there is no such food trade within this temple operation at all at any time during the year.
- There is no street parade and road closure proposed within this proposal.
- The lunch activities happen within the premises. The dining hall is where lunch is served to the congregation after ceremonies. As mentioned above, the food served are vegetarian food prepared by individual congregation and they bring to temple on the nominated times for sharing with others without any fee charged and there is no food trade at all within the temple.
- During these events and these events only, the operators intend to use amplified speakers. Speaker volume is proposed to be fixed and monitored under the POM.
- All worship activities and services will be conducted inside the new Temple
- All acoustic recommendations will be undertaken and complied with during all temple activates
- When worshipers during the special event days are asked to stay for a light meal and refreshments they are to be directed to the dining area located on the ground floor. This is to be accessed via a ramp that leads to the amenities and dining area entry.

This is located adjacent to the carpark to avoid long traverses through the temple grounds.

- The worshipers are to have their meal, and within a reasonable time, leave the premises directly and with no long term lingering outside the temple or on the Temple grounds and carpark.

3.3 Amplified Music and Public Address Systems

- Amplified music is to be kept to background volume levels and should not be audible from outside of the Meditation Room.
- The public address (PA) system may only be used on special event days. Care should be taken to ensure that the (PA) system is not audible from outside of the meditation room.
- In the event that the complaint register identifies noise complaints as a recurring issue during Special Event Operations, an electronic acoustic monitoring device will be purchased at the full expense of the Temple. The device will then be used to ensure that sound pressure levels from amplified music and public address systems does not exceed 70dB(A) when measured inside the meditation room.
- The recommendations made in the Acoustic report are to be strictly adhered to at all times.
- During the special event services that amplified speakers will be used, the Temple doors and Windows are to be kept closed as per the Acoustic Recommendation. Furthermore, all windows will be in 6mm thick glass and with acoustic seals. The main doors are solid Timber doors that when closed will add to the soundproofing.
- All Activities are to be contained within the Temple.

Person(s) Accountable for Ensuring Compliance: The Temple Master THANH HUNG LE is responsible for the discharge of responsibilities relating to special event acoustic monitoring.

3.4 Meditation and Worship Sessions

- Meditation and worship sessions are to occur in the same manner as for normal operations and within the new Temple building only.

3.5 Parking

- There are no Temple Activities proposed for any part of the Temple Carpark. All temple activities are to be solely within the Temple and the Temple Monastery.
- The temple carpark is proposed for Parking only.
- The On-Site parking at the temple may not cater for all Special Event Activity demand. There is ample On Street parking available. Members of the Congregation should NEVER park in front of or block any other property driveway on Delaware Road.
- Parking is to occur in the same manner as normal operations. During the special event and in addition to the normal operations one or more members of the Temple or Congregation are to manually patrol on street parking at **30 minutes** intervals in the vicinity of the site to ensure that no vehicles are illegally parked and/or obstructing

driveways of adjacent residents. The parking patrol will continue at 30 minutes intervals throughout the course of the day or until such time as demand on street parking have ceased.

- In the event that a vehicle is found to be illegally parked or otherwise blocking access to neighbouring properties, attempts shall be made immediately to find the owner of that vehicle to have it moved.
- If the owner cannot be identified, the number plate and make of the vehicle, together with the time and location of the parking incident is to be recorded in writing and shall be made available to Council officers or Council Ranger upon request.
- The Temple is to provide a written undertaking that all visitors invited to the site by the An Khong Monastery and Temple will have included in their invitation clear instructions that **when parking on the Street care must be taken not to block the driveways of adjoining residences.**
- The main gate will be open during special events as for normal activities. A Temple Volunteer will be at the main gate assisting and direction vehicles to the parking area.
- Any recommendations or DA conditions will be strictly adhered to.

Person(s) Accountable for Ensuring Compliance: The Temple Master THANH HUNG LE is responsible for the discharge of responsibilities relating to special event parking.

3.6 Paper and Incense Burning

- The Temple Master THANH HUNG LE has confirmed that there will not be any Joss paper burn in any events, this includes special events.
- There will be limited incense burn and only within the temple building to mitigate any impact to surrounding properties as noted under the normal temple activities section.

3.7 Food and Beverages

- During Special events the kitchen will be used for reheating pre-prepared food on the 3 festival days as noted in the submitted plan of management. This is not a commercial kitchen and no food is to be prepared for consumption by the public.
- Food and beverages served on the premises are to be prepared and stored in a hygienic manner. A copy of the NSW Department of Health Hygiene pamphlet has been provided to the Resident Monks to assist in ensuring that their food hygiene responsibilities are understood.
- **No food** will be prepared on the premises. Pre-prepared food will be delivered, stored/refrigerated and served on the same day.

Person(s) Accountable for Ensuring Compliance: The Temple Master THANH HUNG LE is responsible for the discharge of responsibilities relating to food served on the premises.

4.0 MEDITATION SESSIONS – TEMPLE ACTIVITIES

4.1 Meditation Sessions

The Monastery provides classes for private meditation sessions for the resident monks and visiting Monks & Nuns undertaking Buddhist Religious Studies.

4.2 Location

The Monastery has Meditation Training Facilities and Library located adjacent to the main carpark.

4.3 Frequency of sessions

The mediation sessions take place 3 times per day: Monday – Sunday

- Session 1: 7am – 9am
- Session 2: 2pm – 4pm
- Session 3: 7pm – 9pm

4.4 Person Responsible for Meditation Sessions

Nun THI YEN NGA TRAN is responsible for the discharge of responsibilities relating to the meditation sessions.

4.5 Attendance

Meditation sessions are attended by the 24 resident monks as well as any visiting monk undertaking Buddhist religious studies and staying at the monastery. The meditation sessions are private.

4.6 Parking

The parking provided will accommodate all persons attending meditation sessions.

5.0 MONK & NUN ACCOMODATION – TEMPLE ACTIVITIES

5.1 Accommodation for the 24 permanent residents at the Temple, including the temple master has been provided on the property.

5.2 Accommodation comprises 2 single storey blocks, each with 12 single room studios with communal living and dining facilities.

5.3 Refer to Appendix 5 for a full list of names of the permanent residents.

5.4 The Temple Master THANH HUNG LE is responsible for the discharge of responsibilities relating to the Monks & Nuns in permanent Residence.

Appendix 1

SAMPLE – Letter to Adjoining Owners

[INSERT DATE]

THANH HUNG LE

An Khong Buddhist Monastery and
Temple
353 – 357 Delaware Road
Horsley Park NSW 2175

To Whom It May Concern

Dear Neighbour,

Contact Information for Temple Master at the An Khong Buddhist Monastery & Temple 353 – 357 Delaware Road Horsley Park NSW 2175

We are writing to you as a neighbour of the An Khong Buddhist Monastery & Temple at 353 – 357 Delaware Road, Horsley Park NSW 2175.

The Monks and Members of our Faithful aim to ensure that our temple operation causes minimal disruption to you and your household and/or your business. We are operating under a consent issued by Fairfield Council which imposes certain conditions in relation to noise, traffic and other matters.

Nevertheless, we recognise that complaints cannot always be avoided. Should you experience any problems arising from the operation of our Temple, we would invite you to contact Temple Master THANH HUNG LE on the phone number provided below.

We will do what we can to address any concerns you might have. In the event that an issue cannot be directly resolved, we will keep a record of your concerns and send details to Council so that further assistance might be given in satisfactorily resolving the issue.

Temple Master THANH HUNG LE is contactable at the Temple on 0401 288 277

Special Events

Each year, the temple celebrates three special event days in the Buddhist Calendar when higher than normal attendance at the temple is expected.

The dates on which those special events will be celebrated this year, are as follows:

Lunar New Year:	<i>[First New Moon after the western New Year]</i>
Buddha's Birthday:	<i>[8th April, yearly]</i>
Abhidhamma Day:	<i>[Full Moon in October]</i>

The temple has in place a Plan of Management which seeks to minimise the impact of these events on our neighbours. In particular, we will be regularly patrolling the street on these special event days to ensure that cars associated with the Temple are not illegally parked or otherwise blocking access to your home or business.

We would respectfully request your patience and understanding on these special days in the Buddhist Calendar. However, if you do have any concerns, once again please feel free to contact one of the monks on the above phone numbers.

Yours faithfully,

THANH HUNG LE,
An Khong Buddhist Monastery & Temple

Appendix 2

SAMPLE – Follow Up Letter to Adjoining Owners

[INSERT DATE]

THANH HUNG LE

An Khong Buddhist Monastery
and Temple
353 – 357 Delaware Road
Horsley Park NSW 2175

To Whom It May Concern

Dear Neighbour,

Contact Information for Temple Master at the An Khong Buddhist Monastery & Temple 353 – 357 Delaware Road Horsley Park NSW 2175

We are writing to you as a neighbour of the An Khong Buddhist Monastery & Temple at 353 – 357 Delaware Road, Horsley Park NSW 2175.

We refer to your letter dated ___ / ___ / 20__ in which you detail a complaint against the Temple operation.

We have seriously considered your complaint and advise that the following solution can be implemented to address your complaint and mitigate any further concerns you may have.

We propose the following Solution:

Should this solution be to your satisfaction, please contact us in writing confirming your agreement with the proposed solution.

Should you still have concerns and the solution is not agreed to, again please contact us in writing so we can reconsider the complaint and arrange a formal meeting with you to discuss your concerns.

If the matter still remains unresolved we are happy to consult with an external suitably qualified person to help mediate the matter.

If a solution cannot be reached we will then write to Council and ask them to intervene with a solution that is mutually agreeable.

Temple Master THANH HUNG LE is contactable at the Temple on 0401 288 277

Yours faithfully,

THANH HUNG LE,
An Khong Buddhist Monastery & Temple

Appendix 3

SAMPLE – Council Notification of complaint

[INSERT DATE]

THANH HUNG LE

An Khong
353 – 357 Delaware Road
Horsley Park NSW 2175

The General Manager
Fairfield City Council
PO Box 21,
Fairfield NSW 1860

Dear Sir/Madam,

Re: Unresolved Complaint Received - Operation of An Khong Buddhist Monastery & Temple 353 – 357 Delaware Road Horsley Park NSW 2175

We are writing to advise of an unresolved complaint which was recently received from one of the neighbours of our temple.

We have written to the complainant with our proposed solution and they have responded stating that they are dissatisfied with the proposed solution.

We have also invited the complainant to meet with us and discuss the matter with the aim of reaching a mutually satisfactory solution. This has also not led to any resolution.

In addition, we have engaged a suitably qualified person to help mediate the matter but this has had limited result and the complainant is still dissatisfied with our proposed solution.

As per our Site Operations Plan of Management, which is endorsed by our Development Consent and requires that we notify Council of any unresolved complaints, we advise that we will require Council assistance with this matter.

We attach a copy of the relevant page of our Complaint Register as well as correspondence between us and the complainant.

We will continue to implement the solutions outlined in the Complaint Register however it seems that this will be unlikely to satisfy the complainant. We have advised the complainant that Council will be contacted.

Should you require to discuss this matter further, I can be reached on my mobile 0401 288 277.

Yours faithfully,

THANH HUNG LE,
An Khong Buddhist Monastery & Temple

APPENDIX 4

SAMPLE – Complaint Register

Date / Time	Complainant Details	Issue Raised	Particulars of Issue raised	Suggested solution by Complainant	Recommended Solution	Follow Up Call to Complainant	Issue Resolved (yes / No)
Insert Date and time	Name: Address: Phone:	Insert matter	Brief Description of matter raised	If offered by Complainant	Detail recommended solution as agreed with complainant Council and Temple management	Note date and time of any follow up calls	Note yes or no. (If no, then further consultation will be required)
	Name: Address: Phone:						

Date / Time	Complainant Details	Issue Raised	Particulars of Issue raised	Suggested solution by Complainant	Recommended Solution	Follow Up Call to Complainant	Issue Resolved (yes / No)
Insert Date and time	Name: Address: Phone:						
	Name: Address: Phone:						

APPENDIX 5

LIST OF PERMANENT RESIDENTS AT MONASTERY