



Group Participation Policy

Coffee, Chat & Challenges (CCC) is a friendly and supportive space where local small business owners can come together, enjoy a coffee, share experiences and talk openly about the everyday challenges of running a business.

Whether you're celebrating a win, working through a challenge or simply looking to connect with people who understand what running a business is like, you're welcome here! Our aim is simple: **to create genuine conversations, meaningful connections and a supportive local business community.**

To help keep CCC enjoyable and beneficial for everyone, please take time to read and familiarise yourself with this policy document. Copies can be obtained from our website at:

www.buddybookkeepingsolutions.com.au/ccc

1. Respect for all

Everyone has different experiences, backgrounds, opinions and business journeys. We ask all members to:

- Treat others with kindness, courtesy and respect
- Listen without interrupting or judging
- Be supportive and encouraging, even when opinions differ
- Allow everyone an opportunity to participate
- Respect different perspectives and ways of doing business

Discrimination, bullying, harassment, intimidation or offensive behaviour will not be tolerated. Depending on the circumstances, the organiser may address the behaviour privately, ask a member to leave a gathering or restrict their future participation. Any concerns can be raised privately with the organiser. **We're here to support one another, not compete with or criticise each other.**

2. No Sales Pitches

CCC is about genuine conversations and shared experiences. It is not a business networking, advertising or lead-generation event. To protect the purpose of our meetings:

- Please do not use meetings to promote, advertise or sell your products or services
- Do not distribute promotional materials or actively seek customers during meetings
- Do not use the group as a platform to request, promote or arrange business referrals
- Please avoid turning group discussions into sales opportunities

Business referrals and commercial arrangements must be managed privately, outside CCC meetings and group discussions. We understand that genuine friendships and professional connections may naturally develop through CCC, and that's positive! If members independently wish to discuss working together, exchanging business details or making a referral, they're welcome to do so separately, outside the meeting. This ensures our gatherings remain focused on what matters most: **sharing experiences, discussing challenges and supporting one another without commercial pressure.** These guidelines apply equally to all members, including the organiser.

3. Privacy and Confidentiality

Running a business can be challenging, and members may sometimes share sensitive or personal experiences. We ask everyone to:

- Respect the privacy of other members
- Avoid sharing another person's personal or business information outside the group without their permission
- Never record conversations without the agreement of those involved
- Avoid discussing identifiable information about customers, employees or other third parties
- Allow members to share only what they feel comfortable discussing

What's shared in a meeting should be treated with care and discretion. While we ask everyone to respect confidentiality, CCC cannot guarantee that other attendees will keep information private. Please use your judgement when sharing sensitive information.

Please also refer to a copy of our Privacy Policy / Consent Statement available on our website.

4. No Professional Advice

CCC is a place to exchange experiences, ideas and encouragement. Members may share what has worked for them, but these conversations should not be treated as professional advice. CCC does not provide financial, taxation, legal, accounting or other regulated professional advice through its group meetings. If a situation requires specialist assistance, we encourage members to seek guidance from an appropriately qualified professional.

5. Equal Participation

We want everyone to feel comfortable participating, whether they're naturally outgoing or prefer to listen. We ask each member to:

- Give others the opportunity to speak
- Avoid dominating conversations
- Keep discussions constructive and relevant
- Respect anyone who prefers not to share their experiences
- Remember that listening can be just as valuable as speaking!

There is never any pressure to share personal information or discuss a business challenge if you feel uncomfortable doing so.

6. Photos and Social Media

We may occasionally wish to share photographs or updates from CCC gatherings to celebrate our community and encourage others to join. We will seek permission before taking or publishing identifiable photographs of members. Please respect anyone who does not wish to be photographed.

Members must also obtain permission before posting identifiable photographs, recordings or personal information about other attendees.

Please also refer to a copy of our Privacy Policy / Consent Statement on our website.

7. Attendance and Safety

CCC meetings are **free to attend with no membership or participation fees**, and participation is voluntary. Depending on the location of a gathering, members may be responsible for purchasing their own food and beverages. For example, when meetings are held at cafés or other hospitality venues, any personal purchases will be at the member's own expense. Where applicable, this will be clearly communicated in the event details before members RSVP.

We ask members to:

- RSVP where requested to assist with planning
- Follow reasonable safety instructions from the organiser
- Respect the venue, surrounding community and other visitors
- Let the organiser know about any safety concerns or incidents
- Take reasonable care of themselves and others

Attendance at one gathering does not automatically guarantee a place at future gatherings. Members are encouraged to RSVP for each event, as places may be limited.

Meeting locations, times or arrangements may occasionally change due to weather, safety concerns or other circumstances. Members will be notified through the Meetup group where practical.

We aim to limit gatherings to a **maximum of 20 participants per session**, helping ensure everyone has an equal opportunity to contribute, share their experiences and feel included. As our CCC community grows, we may introduce smaller, dedicated groups to accommodate additional members while maintaining the personal and supportive atmosphere of our gatherings. Where possible, we'll aim to keep members within their established groups, allowing friendships, trust and meaningful connections to continue developing over time. **Our goal is to grow our community without losing the genuine connections that make CCC special.**

8. About CCC and Buddy Bookkeeping Solutions

Coffee, Chat & Challenges is a free community initiative organised by **Buddy Bookkeeping Solutions (BBS)**. Although BBS supports and facilitates the initiative, CCC meetings are not intended to promote BBS services or generate business referrals. Participation in CCC does not create a client relationship with BBS, and members are under no obligation to use or recommend BBS or any other business. **Any separate commercial arrangements are entirely voluntary and must take place outside of CCC meetings.**

9. Shared Commitment

By attending CCC gatherings, members are expected to follow these guidelines and help maintain a welcoming, respectful environment. Above all, we encourage everyone to arrive with an **open mind, a willingness to listen and a genuine interest in supporting their fellow business owners**. The organiser reserves the right to address behaviour that does not align with this policy and, where necessary, restrict participation to maintain a safe, respectful and supportive environment for all members.

Coffee, Chat & Challenges (CCC)

A free initiative brought to you by Buddy Bookkeeping Solutions

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