



NAYBA Impact Audit

ROCKHAMPTON REGION QLD, AUSTRALIA

NOVEMBER 2022



Key Results

45

Survey responses

(63% of all faith-based organisations in the Rockhampton Region)

65

Community service activities

(addressing 12 of the greatest social issues)



47,675

People served in the past year

(equivalent to 57% of the population of the region)

\$13,369,362

Social impact value

(to the Rockhampton Region in the past 12 months)



Introduction

It's a delight to present the results of the NAYBA Impact Audit for the Rockhampton Region – the first to be conducted in Central Queensland.

We acknowledge the Darumbal people as the traditional custodians of the land now known as the Rockhampton Region and pay respects to their Elders both past and present. We also recognise the large number of Aboriginal and Torres Strait Islander peoples living in the region and express our desire to see the faith community play a significant role in the journey towards reconciliation across our nation.

Rockhampton is a significant regional city with the feel of a big country town; a place of increasing cultural diversity and economic opportunity. As with any city, it has its share of social challenges, and there's something beautiful about the way the faith community is seeking to love and serve those in need.

Larger agencies and faith-based organisations have streamlined their efforts in order to provide efficient and effective services to large numbers across the region. Meanwhile, local churches and places of worship have taken a different but complimentary approach - focusing on the slow and critical work of building deep relationships with individuals that can ultimately result in transformed lives.

The data herein represents the collective efforts of the faith community of the Rockhampton Region and it includes the following results:

- 45 survey responses, representing more than 60% of all faith-based organisations in the region
- 65 community services addressing 12 of the greatest social issues
- 47,000+ unique beneficiaries over the last year – equivalent to 57% of the population
- \$13.3 million in social impact value to the Rockhampton Region in the past 12 months alone

While much of this report is about numbers, the work itself is about people: people navigating the experience of grief and loss, who need others to walk alongside them; people hit by the rising cost of living, who need help to put food on the table; people who serve the wider community with humility and consistency, motivated by a heart to love God and love others.

This is the true and immeasurable value of faith in the Rockhampton Region.

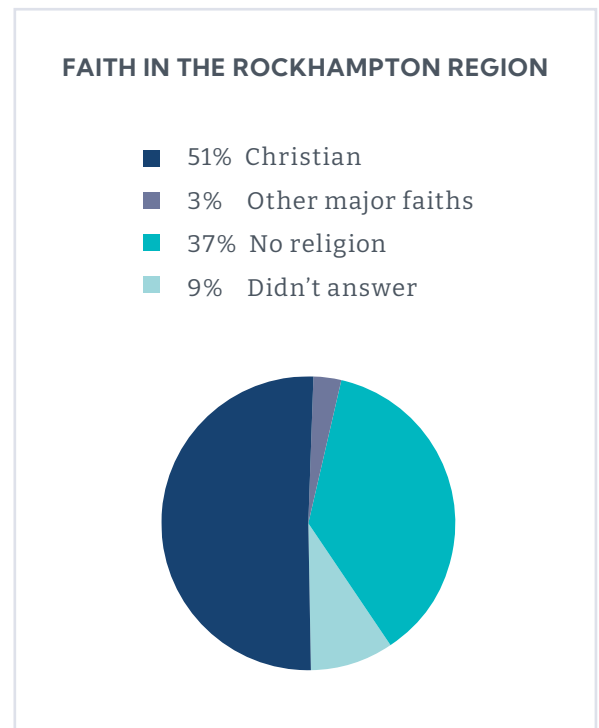
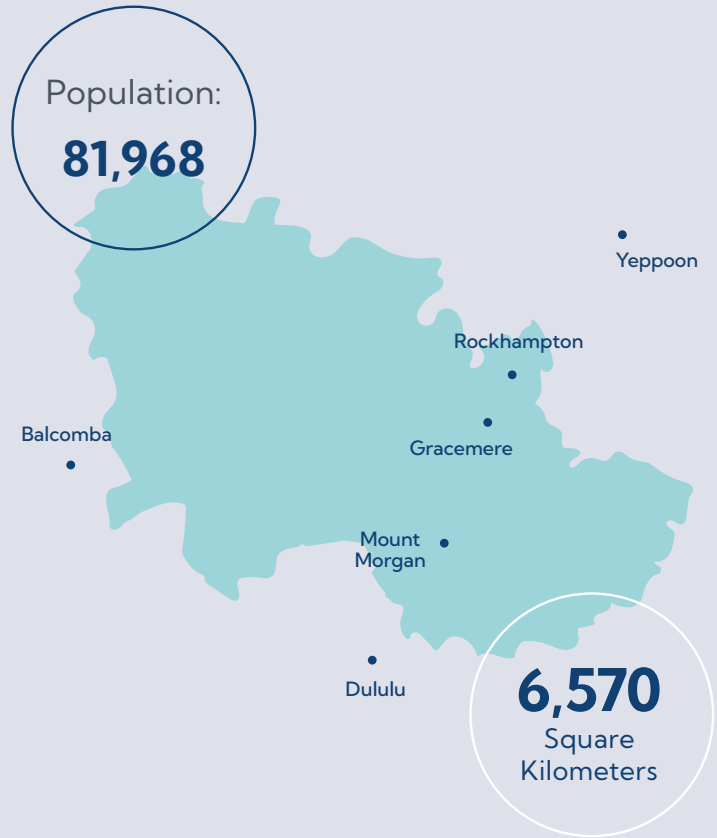


NIC MACKAY
National Director
NAYBA Australia



Overview of the Region

Rockhampton Region



*Statistics sourced from the ABS 2021 Census



From the Mayor



MAYOR TONY WILLIAMS
Rockhampton Regional Council

On behalf of Rockhampton Regional Council, I am pleased to provide a statement of support for this NAYBA Impact Audit of our great region.

There are a large number of faith-based organisations across a number of religions in Central Queensland and each one is a force for good in our community.

Over the past two years, their work in the not-for-profit and charity sector has been more important than ever, as we continue to feel the effects of the coronavirus pandemic. I believe the practical work undertaken by these groups during that time in providing help is testament to their dedication to serving the people of Central Queensland.

Rockhampton Regional Council has always enjoyed a productive and friendly working relationship with a number of faith-based groups in our region and it is one we are keen to continue well into the future.



Local Partner

Rockhampton Churches Together



REV. DAVID ALLEY

Chair

Rockhampton Churches Together

Two thousand years ago when Jesus walked the earth, he did some things that seemed quite unusual at the time. As just one example, in the midst of a society permeated with Roman class values, he welcomed and gave attention to children – even while his disciples were trying to get rid of them (see Matthew 19:13–15).

Jesus loved and valued all people, especially those who others considered to be the littlest and the least significant.

Thankfully, much of the world has since caught up to the ways of Jesus, and this NAYBA Impact Audit report demonstrates some of what people of faith and faith-based organisations do in the Rockhampton Region out of their belief that God wants us to love those around us.

The report shows the social impact of formal and organised community service work by faith groups. What it doesn't capture is the spiritual and practical impact of activities like church services and prayer, not to mention the actions of individuals in a myriad of situations that are motivated by their love for others. Nonetheless, it demonstrates that faith plays a crucial role in society, even if it doesn't always have the recognition as such.

I want to commend this report as an indication of the good things that are happening in our region. May I suggest that it not be taken as a pat on the back, but rather as an exhortation to consider doing even more.

On behalf of Rockhampton Churches Together, we are pleased to be the local partner for this audit, and grateful to God for the city we live in and serve. Our prayer is that we might do more to follow the example of Jesus, and do it together.

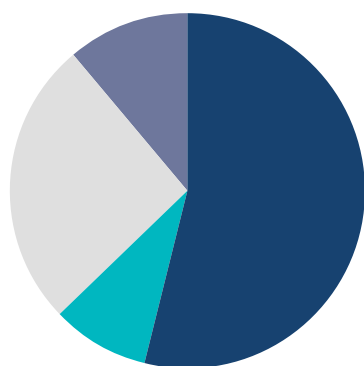


Respondents

45

Survey responses

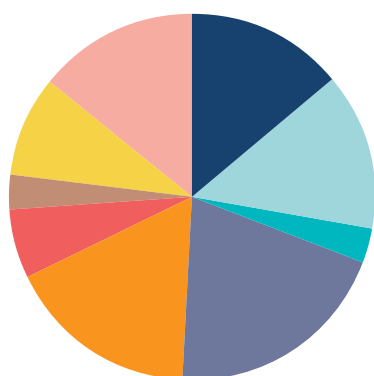
(63% of all faith-based organisations in the Rockhampton Region)



RESPONDENTS BY ORGANISATION TYPE

- 54% Places of worship (e.g. local church, mosque, synagogue) *(comprising 24,172 members, of which 33% come from a Culturally & Linguistically Diverse background)*
- 9% Community care organisations *(linked to a church/place of worship)*
- 26% Faith-based agencies
- 11% Other faith-based organisations

RESPONDENTS BY FAITH GROUP



- 14% Anglican
- 14% Baptist
- 3% Buddhist
- 20% Catholic
- 17% Christian Other/
No denomination
- 6% Pentecostal
- 3% Presbyterian & Reformed
- 9% Salvation Army
- 14% Uniting Church



Impact Story

For all ages and stages

Relationships are critical to our health and wellbeing, no matter how young or old we may be.

That's why the **Uniting Church Parish of Rockhampton South** organises social activities every Tuesday morning: community bowls for seniors and a playgroup for children.

Though these are separate activities, the participants have been seen coming together - old and young - to play, learn from each other, and build community.

Says the minister of the church, Andrew Gillies:

"We want to serve the whole community, irrespective of age. Connectedness and good relationships are essential elements of life. This is important both within our church and in the wider community."

The desire to help people find community is also what inspired the church's decision to facilitate the Blue Care Grief and Loss Program.

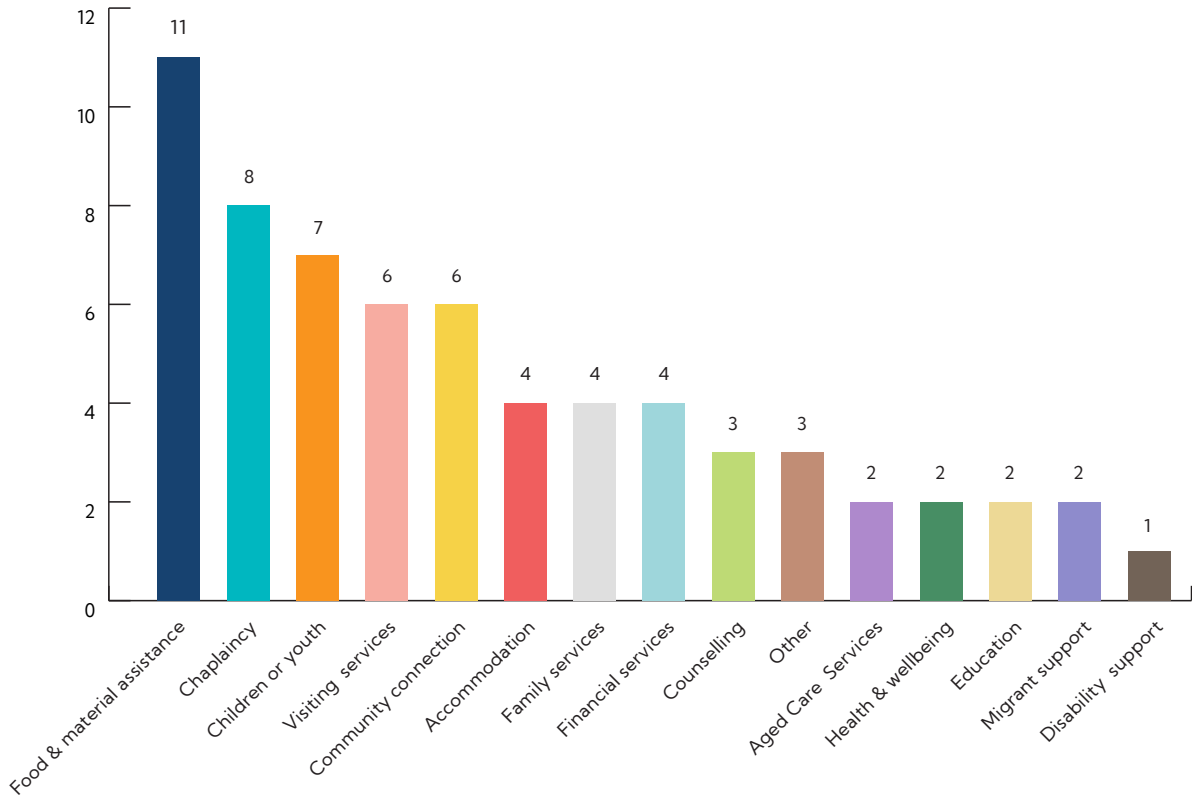
This specialised course is run with small groups over a six-week period. Those who participate not only benefit from working through their grief but are able to form relationships with others that extend well beyond the program.

What begins for many as a situation filled with pain and sadness, has resulted in friendship, community, and a newfound purpose in supporting one another to walk the journey towards healing.



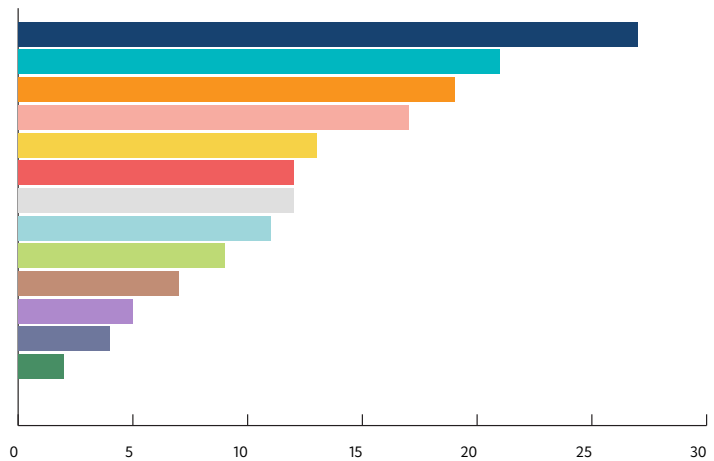
Services

COMMUNITY SERVICE TYPES



NUMBER OF SERVICES ADDRESSING KEY SOCIAL ISSUES

- 27 Social isolation & loneliness
- 21 Mental health
- 19 Financial & food insecurity
- 17 Vulnerability due to young/old age
- 13 Lack of skills/education/opportunity
- 12 Homelessness & insecure housing
- 12 Physical health
- 11 Domestic and family violence
- 9 Other
- 7 Addiction & substance abuse
- 5 Unemployment & underemployment
- 4 Discrimination & inequity
- 2 Refugee treatment/support



Top 3 social issues being addressed in the Rockhampton Region

1. Social isolation and loneliness
2. Mental health
3. Financial & food insecurity



Impact Story

What Jesus would do

The rising costs of living and increased financial strain is being felt across the country, and the Rockhampton Region is no exception.

“It used to just be the vulnerable people we saw; those who had lost jobs, single parent families, the homeless. But not anymore. Now no one is exempt.”

Hands of Compassion is one of the primary providers of food and material assistance in the region, supporting hundreds of people every week. And now, through a partnership with Foodbank QLD, they are providing breakfast for another 3,000 students in the local primary schools, too many of whom would otherwise go without.

Says Hands of Compassion manager, Mal Homes: “People are living week to week. We see nurses, business people, everyday families feeling the pressure and having to make the choice between providing food and paying bills. We are doing our best to restore dignity and lend a helping hand.”

And they are not alone.

St Vincent De Paul Society are making a significant contribution, with over 15,000 people receiving some form of food or material assistance in the past twelve months. This equates to almost 20% of the population of the region: a testament to Vinnies’ efforts as well as the extent of the need.

Local churches are also doing what they can. Anglican parishes like **St Luke’s Wandal** and **St Paul’s Cathedral** encourage their members to bring non-perishable food donations, which are passed on to **Anglicare Central Queensland** - one of the largest social service providers in Rockhampton. They also assist with fundraising efforts and pray for the work of Anglicare. Just down the road, **Gracemere Baptist Fellowship** provides food parcels and puts on weekly BBQs in the park. Volunteers from the church are often asked by recipients why they do it. According to pastor Shawn Mills, the answer is always the same: “Because that’s what Jesus would do.”



Beneficiaries

47,675

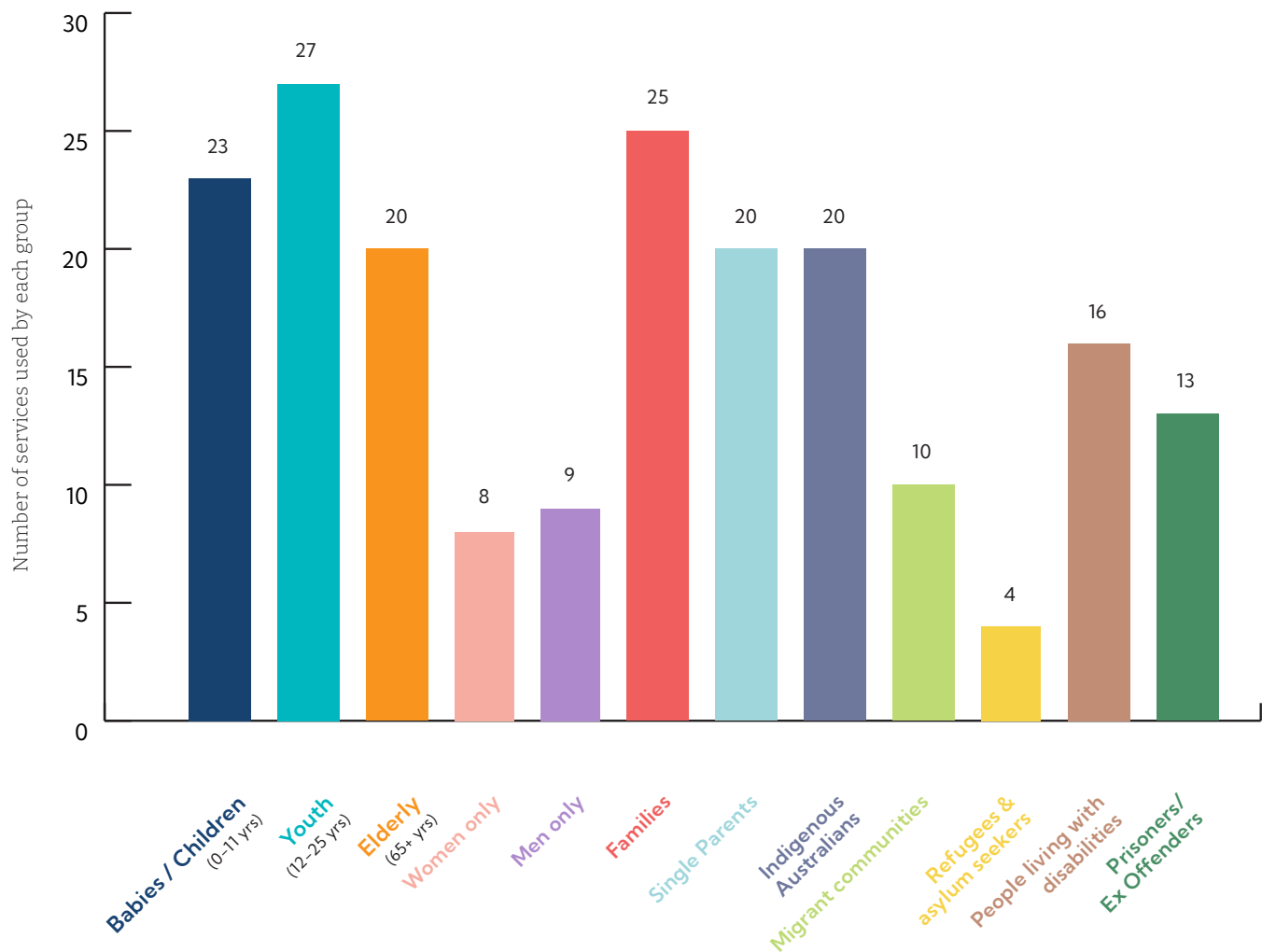
Unique beneficiaries
in the last year

(equivalent to 57% of the population of the region)

219,425

Total beneficiary interactions
in the last year

KEY BENEFICIARIES BY DEMOGRAPHIC



Impact Story

Hope for the future

The faith community of the Rockhampton Region has a heart for loving and serving the younger generations.

A powerful example is Kids Hope, which is being run by a number of local churches in the region. This one-to-one mentoring program provides churches of any size with the opportunity to partner with their local primary school by providing volunteer mentors to spend an hour a week with a vulnerable child who needs some extra care and support.

Though the time involved may seem small, the impact can be remarkable - not just in the lives of the children, but also the mentors and the wider school and church communities.

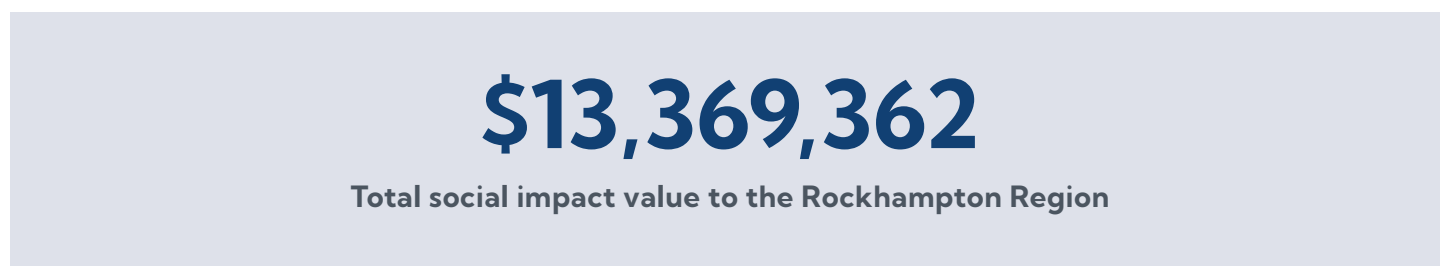
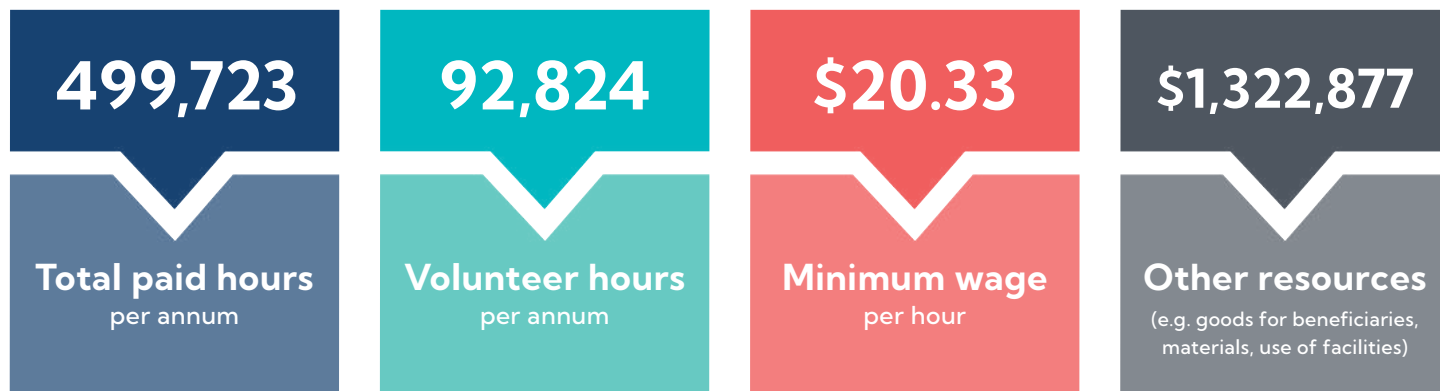
Marty Krehlik, Principal of **Glenmore State School**, recently commented: "We are extremely grateful for all the services that are provided to our school, including the Kids Hope Program. The volunteers are amazing and it is a pleasure to have them in and around our school working with our students and general community."

Tom*, a mentor from **Rockhampton Baptist Church**, was initially anxious about being involved but is now seeing the child he mentors flourish: "For our first session we were making fruit salad together. Upon completion he looked up at me, smiled and said 'I can eat some now and take the rest back to class to share with anyone who doesn't have any food!'"

"I am thankful Kids Hope allowed me an opportunity to connect with a child on a basic one-on-one level and show God's Love."

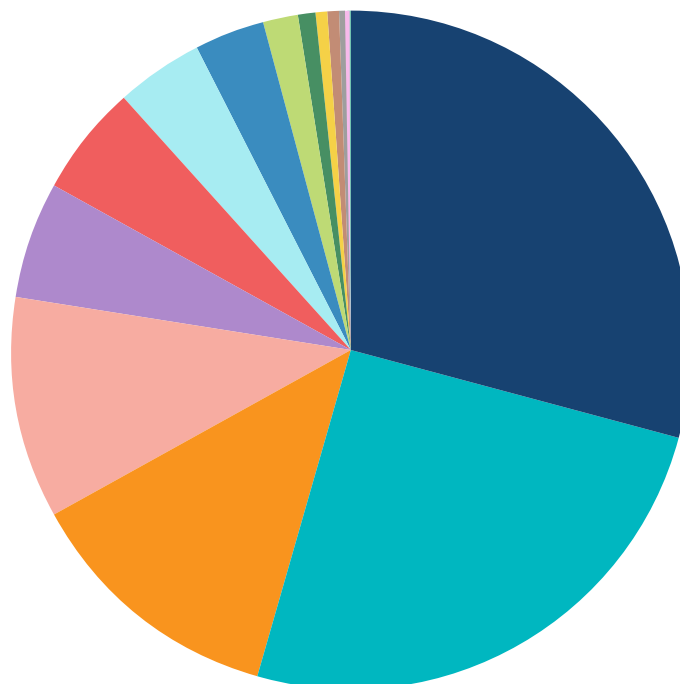


Value



SOCIAL IMPACT VALUE BY SERVICE TYPE

- **\$3,893,602** Disability support services
- **\$3,383,337** Aged care services
- **\$1,654,922** Financial services
- **\$1,396,954** Food & material assistance
- **\$735,808** Family services
- **\$719,702** Children/Youth
- **\$533,364** Chaplaincy services
- **\$477,143** Accommodation
- **\$210,887** Counselling services
- **\$114,601** Other
- **\$70,511** Visiting services
- **\$55,215** Education
- **\$54,463** Community connection
- **\$37,997** Health & wellbeing
- **\$10,855** Migrant support



Impact Story

Confronting violence and abuse

CatholicCare Central Queensland has been a stalwart of the Rockhampton Region for nearly 50 years. From aged care to disability support, counselling to family relationship programs, CatholicCare's wide range of social services provide support to the community when they need it most.

Since expanding its Domestic and Family Violence Response Program to service the Rockhampton Region, CatholicCare has made great strides toward empowering the local community to tackle this critical issue; an issue that parish communities are also in an ideal position to help address.

The Australian Catholic Bishops Conference released their annual social justice statement earlier this year, titled *Respect: Confronting Violence and Abuse*, which highlighted the need for all within the Church to be at the forefront of addressing violence and abuse, wherever it occurs.

CatholicCare's approach to domestic and family violence is based on a robust and evidenced-informed model. The program has been well received by the community, as evidenced by recent feedback from one beneficiary:

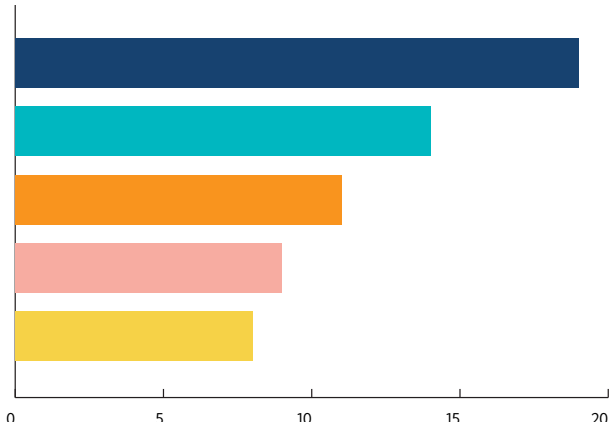
"The staff were caring, responsive and provided a service to my family that made me feel safe. We will be forever thankful."

The quality of service delivered by CatholicCare in the area of domestic and family violence has even been recognised by the local Magistrate, who thanked support staff for the critical role that they play in supporting victims to attend court.



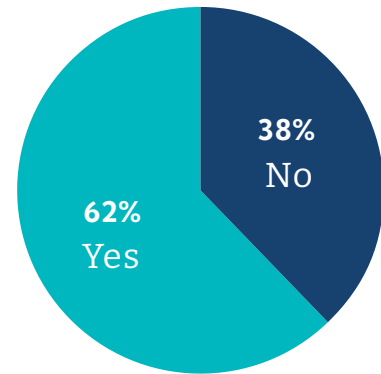
Partnerships

RESPONDENTS PARTNERING TO SERVE THE COMMUNITY



- 19 Partnering with other faith-based organisations
- 14 Partnering with other non-faith-based organisations
- 11 Partnering with medical or health services
- 9 Partnering with police or law enforcement
- 8 Partnering with local government/council/authority

INCREASED ENGAGEMENT WITH INDIGENOUS AUSTRALIANS IN THE PAST YEAR



COVID-19

30%

Respondents who increased their community service in response to COVID-19

10

New activities/services launched as a result of COVID-19

290

Additional people served in the past year due to the impacts of COVID-19



Impact Story

A light in the darkness

Walk the streets of any city after midnight on a Friday and you'll see crowds of people out dancing, drinking, and partying. It can be good-natured and cheerful, but it can also be risky and unpredictable.

When good times go bad, **NightWatch Chaplains** are there.

Sometimes this means patrolling the night spots on foot - intentionally intervening when people are in crisis, at risk, or just need a helping hand. Other times, it means sitting by someone's bed at a special centre while they sleep and sober up under the watchful eye of a registered nurse.

The real beauty of NightWatch's work is their dedication to serving the community in a non-judgemental way. As Rockhampton Team Leader, Dylan Clendinning, puts it: "We affirm and promote the inherent dignity, worth and value of each person."

This approach inspired NightWatch's partnership with **Rockhampton Regional Council** and the **Queensland Police Service** to address a simple, yet critical, issue: the lack of lighting and toilets after dark. "There were thousands of people on the streets, and many were being forced to urinate in public or remove items of clothing in dark alleyways to relieve themselves," says Dylan. Now, as a result of NightWatch's advocacy, key council leaders have been able to make informed decisions and take action to reduce vulnerability and violence for partygoers at night.

Chaplaincy services can be found across the Rockhampton Region, with 8 local churches and faith-based agencies going beyond their four walls to serve people in schools, universities, hospitals, and on the streets.

"At the core, people matter and they are worthy of being met where they are, when it matters."



Methodology

The NAYBA Impact Audit measures the collective social impact of the faith community in a geographic region – in this case, the Local Government Area of the Rockhampton Region.

Before commencing this audit, Rockhampton Churches Together (with support from NAYBA) engaged in significant outreach to develop a comprehensive database of 72 places of worship and faith-based organisations operating across the Rockhampton Region.

All were invited to complete the online audit survey. The survey took approximately 15 minutes – plus any time to gather the necessary information – and was open for three weeks during the month of September. Follow up emails and calls were made to ensure contacts had received the survey link and to address any questions or concerns.

The survey asked respondents to report on up to five (5) of their most significant types of community service over the past 12 months (i.e. 1 September 2021 - 31 August 2022) from a list of 18 options.

For the purpose of the survey, 'community service' was defined as something that is:

- *genuinely accessible by people of any faith or no faith; and*
- *primarily aimed at people experiencing vulnerability, isolation or disadvantage; and*
- *provided at no (or minimal) cost to the beneficiaries*

Excluded from the audit were primarily religious activities such as weekly worship services, prayer/scripture study groups, and Special Religious Education.

For each community service type, respondents were asked to provide information about: the main social issue(s) the service seeks to address; how often they provided the service over the past 12 months; the beneficiaries of the service (numbers and demographics); and the resources dedicated to the service (number of staff/volunteers, staff/volunteer hours, value of other resources).

While every effort was made to avoid double-counting of beneficiaries, it's possible there was some overlap between the various services (i.e. individuals who were served by more than one program or organisation). Any reference to beneficiaries as a percentage of the total population is based on estimated 2021 Census data for the Rockhampton Region of 81,968.

Finally, it's worth noting that there were many faith organisations in the region that were unable or chose not to participate. Moreover, the component of social impact value that came from human capital (i.e. hours worked or volunteered) was based on an hourly rate of \$20.33, which was the national minimum hourly wage as of 1 July 2021.

In other words, this report offers an intentionally conservative, yet deeply inspiring, snapshot of the work being done by people of faith to love and serve the Rockhampton Region.



Acknowledgements

NAYBA Australia extends our deepest appreciation to all those who made this report possible.

To our wonderful partner, Rockhampton Churches Together, and the local organising team who gave so much of their time and energy over many months – in particular, David Alley and Margaret Strelow.

To Mayor Tony Williams, who so kindly provided his statement of support for this report.

To all those who took the time to complete the survey and share your community service efforts, both in numbers and in stories.

May this report affirm the work of the faith community, who are seeking to address some of the greatest social needs in the Rockhampton Region.

May it inspire new partnerships and initiatives, both within and beyond the faith community, as we embrace our shared desire to better serve the region and its people.

And, above all, may it lead to even more efforts to offer tangible love, genuine hope, and new life to those who need it most.





NAYBA Australia
australia@nayba.org
www.nayba.org/au