



NAYBA Impact Audit

PENRITH & MT DRUITT
NSW, AUSTRALIA

NOVEMBER 2021



Key Results

61

Survey responses

(55% of all churches and Christian organisations in Penrith & Mt Drutt)

103

Community service activities

(addressing 14 of the greatest social needs)



142,069

People in need served in the past year

(equivalent to 55% of the population of Penrith & Mt Drutt combined)

\$8,447,317

Social impact value

(to the City of Penrith & Mt Drutt 2770 each year)



Introduction

We are delighted to present the results of the NAYBA Impact Audit for the City of Penrith & Mt Druitt (2770).

We acknowledge the Traditional Owners of the land, the Darug people, and pay respect to the Elders past and present. We also recognise the many Aboriginal and Torres Strait Islander people who reside in the areas now known as Penrith & Mt Druitt. We appreciate there is still much work to be done by all Australians, and particularly people of faith, if we are to heal the sins of the past, address the challenges of the present, and see true reconciliation in our nation.

The process of conducting this audit – in collaboration with our wonderful local partner, OneChurch Penrith – has been a pleasure. As with much of Greater Western Sydney, Penrith & Mt Druitt are places of cultural diversity, rapid growth, significant social need, and local communities who care deeply for one another.

They are, in many ways, a vision of the future of Australia.

That's why the results of the audit are so encouraging. As this report reveals, local churches and Christian organisations play a critical role in the broader community – not just meeting needs, but building relationships and transforming lives. The numbers alone speak volumes:

- **61 survey responses, representing 55% of all churches and Christian organisations in the region**
- **103 community service activities addressing 14 of the greatest social needs**
- **140,000+ unique beneficiaries over the last year – more than half of the Penrith & Mt Druitt population**
- **\$8.4 million in social impact value to the communities of Penrith & Mt Druitt annually**

As with every NAYBA Impact Audit, the work doesn't stop here. It's just beginning.

We look forward to a physical gathering early next year of the churches, Christian organisations, civic leaders, and other key stakeholders, in order to identify key priorities and find even better ways of collaborating for the benefit of those who call Penrith & Mt Druitt home.

We salute the efforts of the Body of Christ in the region and pray a blessing over all that is to come.



NIC MACKAY
National Director
NAYBA Australia



Local Partner

OneChurch Penrith exists to support the many churches across the City of Penrith who are seeking to passionately serve Christ and the local communities in which they are established.

We recognise and celebrate the uniqueness of each church and denomination, especially when it comes to worship. However, in connecting with and serving the wider community, we can achieve so much more when we work together.

This report demonstrates some of the social impact of churches, agencies and ministry organisations in the City of Penrith and beyond.

Although COVID restrictions prevented many of us from meeting in person, the work of the Church has continued, as we have sought to care for the physical, emotional and spiritual needs of the community.

The extension of the audit into Mt Druitt (2770) reflects our desire to highlight the great work that is already happening and identify opportunities for greater connection between the churches in Penrith and Mt Druitt.

It is such a privilege to share the practical love of Jesus with the people of our City. We look forward to continuing to work with one another, as well as with Local and State Governments and other organisations, to serve the community better and more effectively.

The OneChurch Penrith Team



Statements of Support



MAYOR KAREN MCKEOWN OAM | Penrith City Council

"Penrith City Council commends and is grateful for the practical and spiritual support given to our communities by a diverse range of faith-based organisations in our City.

Together, these organisations and their volunteers have made and continue to make a positive difference – connecting isolated residents to community, providing food and clothing as well as literal and figurative shelter.

It is our diversity and the willingness of the community to assist others that helps make Penrith such a special place."



PS KAYLEEN MANTON | Mount Druitt Indigenous Church

"As Christians, we are called to fulfil the Great Commission (Matthew 28:18). For our church, this means making disciples and demonstrating the practical love of Jesus to those in need through things like food delivery.

The Church should be a reflection of Christ's words and deeds – especially when engaging with the Indigenous people of this region. We do this best when we all work together in a way that is both biblical and cultural

My prayer is that this report will lead to more opportunities for us to love others as we are loved by God."



DAVID SIMMONS | Penrith Panthers Club Chaplain

"I've been around footy clubs for almost half my life. I know the success of the great clubs we see on TV and in the papers wouldn't be possible without those working behind the scenes. They don't do it for fame or glory or the promise of big money, but because they love what they do and want to see the club succeed.

It's the same with churches and faith-based organisations. They work hard behind the scenes in our community, doing it out of love for God and a desire for the good of all people."



Statements of Support



TANYA DAVIES MP | State Member for Mulgoa

"As a representative of the people of Western Sydney for over 13 years I have witnessed the service that churches and faith-based organisations provide to our community, especially during hardships like bushfires and the pandemic. Their practical, financial and relational support strengthens the social, emotional and mental well-being of our communities.

I hope this report highlights the significance of these organisations and encourages government to strengthen their partnerships to ensure an even greater support network can be built to serve our communities."



SHANE CONLON | Managing Director, National Technical Services Pty Ltd

"Our region is richer thanks to the hours of dedicated service invested every day by staff and volunteers of Christian churches and organisations.

From the provision of formal education to the provision of food and shelter; from the deployment of volunteers for natural disasters to the deployment of chaplains for local schools and hospitals.

This Audit is a significant initiative that will not only highlight the work being done, but also identify opportunities for greater investment from business, so that together we can build a stronger and better City."



Methodology

The NAYBA Impact Audit measures the collective social impact of churches and faith-based organisations in a geographic region – here, the Local Government Area of Penrith and the region in and around Mt Druitt (2770).

Before commencing this audit, OneChurch Penrith (with support from NAYBA) engaged in significant outreach to develop a comprehensive database of 110 churches and Christian organisations operating in Penrith & Mt Druitt.

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 throughout 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 select up to three of their largest forms of community service over the past 12 months from a list of 17 areas of social need. In deciding whether an activity should be classified as ‘community service’, respondents used the following criteria:

1. The activity/service is genuinely accessible by people of any faith or no faith; and
2. The activity is best characterised as a form of service, rather than a religious activity; and
3. The activity/service is primarily aimed at those experiencing vulnerability and is provided at no/minimal cost.

Thereafter, respondents detailed the beneficiaries for each form of community service, as well as the number of paid and volunteer hours required to deliver the activities. To account for some of the impacts of COVID-19, respondents were advised to report on a ‘typical week’ (i.e. one with no significant government restrictions). A separate section of the survey gave the opportunity to outline new activities launched and beneficiaries reached in response to COVID-19.

While respondents were asked to distinguish between average weekly beneficiaries and unique annual beneficiaries, it’s possible that the annual figures include some duplicates. It’s also possible there is some overlap of beneficiaries between the various services/activities (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 2016 Census data of 196,066 for the Penrith LGA and 61,296 for the 12 suburbs comprising the Mt Druitt 2770 postcode.

The weekly hours reported by respondents for both staff and volunteers were averaged over the year, then multiplied by \$19.84 (the national minimum hourly wage as of 1 July 2020) to determine the annual social impact value to the community.

It’s worth noting that, while every effort was made to capture the social contributions of churches and Christian organisations in the region, there were many who were unable or chose not to participate. Moreover, the dollar value of the efforts is based on human capital alone (i.e. hours worked or volunteered) and does not include the buildings, goods, and other resources required to deliver the activities/services.

In other words, this report is an intentionally conservative, if highly impressive, snapshot of all that is being done to serve those in need in Penrith & Mt Druitt.

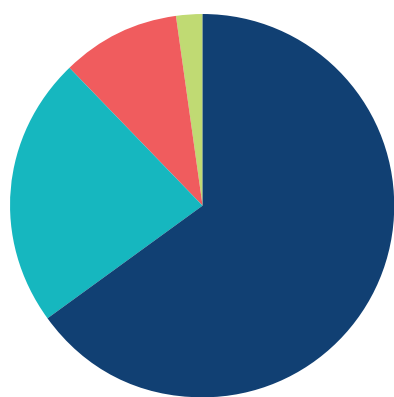


Respondents

61

Total respondents

(55% of all churches and Christian organisations in the region)



RESPONDENTS BY ORGANISATION TYPE

- 65% Local Churches
- 23% Christian Agencies
- 10% Ministry Organisations
- 2% Other Entities



RESPONDENTS BY CHRISTIAN DENOMINATION

- 10% Anglican
- 20% Baptist
- 20% Catholic
- 10% Non/Multi-Denominational
- 10% Other
- 10% Pentecostal
- 5% Presbyterian & Reformed
- 5% Salvation Army
- 10% Uniting Church



Needs

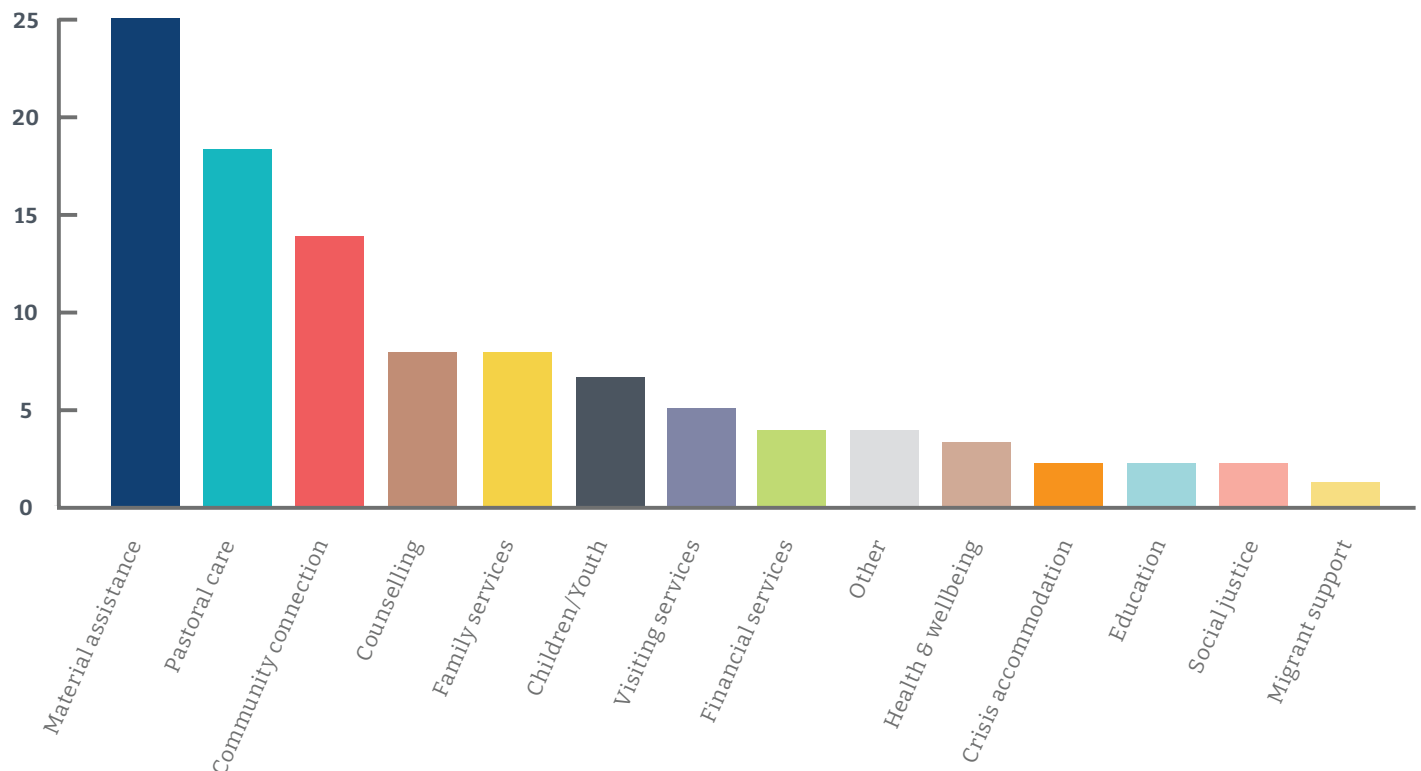
TOP 3 SOCIAL NEEDS BEING MET IN PENRITH

1. Pastoral care (e.g. chaplaincy service in schools, hospitals, etc.)
2. Material assistance (e.g. food/clothing for those experiencing homelessness or financial insecurity)
3. Community connection (e.g. efforts to foster social cohesion, reduce isolation, and build community)

TOP 3 SOCIAL NEEDS BEING MET IN MT DRUITT

1. Material assistance (e.g. food/clothing for those experiencing homelessness or financial insecurity)
2. Community connection (e.g. efforts to foster social cohesion, reduce isolation, and build community)
3. Counselling services (e.g. relationships, mental health, mentoring, behaviour change) / Family services (e.g. parenting classes, parent & child support groups)

TOTAL COMMUNITY SERVICE ACTIVITIES BY SOCIAL NEED



Case Study

Chaplaincy For All

Of the various community service activities of churches in Penrith, pastoral care is the most significant. Much of this takes the form of hospital and school chaplaincy – like the work of Greater West for Christ, which provides chaplains for over 10 public schools in the region.

Chaplains offer compassion, support, and resources. With that said, it's not a case of one-size-fits-all, and the work of each chaplain is as unique as the community they serve.

One example is Enoch Nagabyrava from St Marys Baptist – a church family that seeks to be defined by their sacrificial love of people in the local community. Enoch is both the pastor of St Marys and chaplain at the local school. To listen to him speak about his experience is to understand the true power of chaplaincy: not only is it a listening ear or an encouraging word for students; it's a conduit to be of service to the wider community, both inside and outside the school.

According to Enoch, as the relationship with and trust in the school chaplain builds, they become the one that people go to to when they're in need – boys struggling with anger issues, girls grappling with low self-esteem, parents experiencing marital challenges, staff grieving the loss of loved ones.

"Chaplains and local churches can be a life spring for people in the community, especially those who feel isolated or lack the support networks they need. I love that the relationships I build through chaplaincy often go beyond the school gates and continue beyond the schooling years."



People

10,266

Average beneficiaries
per **week**

142,069

Unique beneficiaries
in the last **year**

(equivalent to 55% of the combined
Penrith & Mt Drutt population)

BENEFICIARIES IN PENRITH

(Population: 196,066)

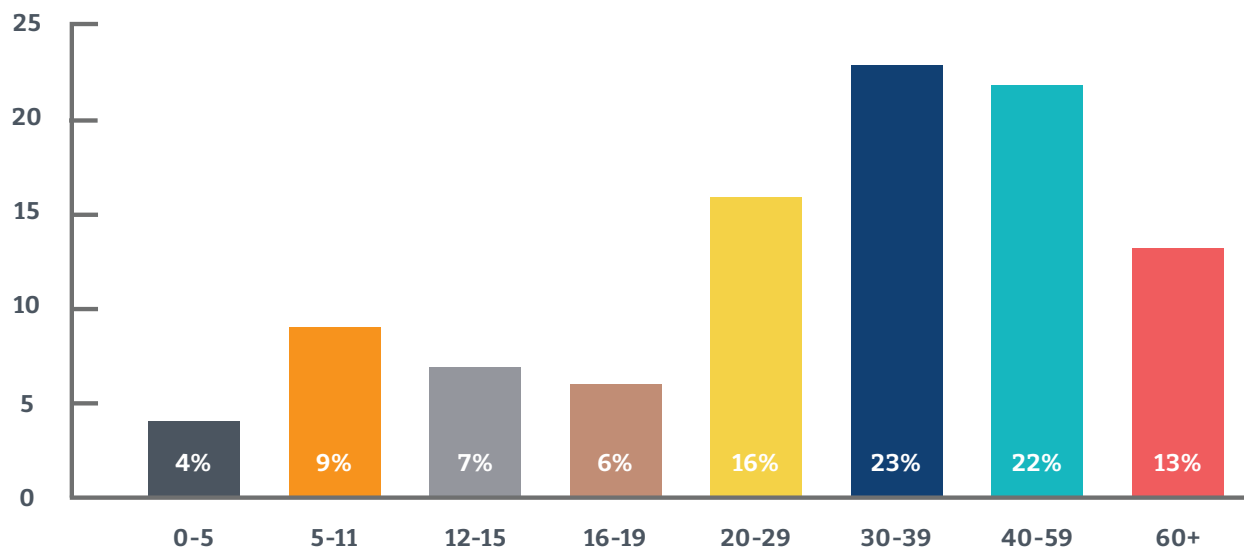
- 7,969 - average per week
- 103,730 - unique in past year
(equivalent to 53% of Penrith population)

BENEFICIARIES IN MT DRUITT (2770)

(Population: 61,296)

- 2,297 - average per week
- 38,339 - unique in past year
(equivalent to 63% of Mt Drutt population)

PERCENTAGE OF BENEFICIARIES BY AGE



Case Study

The Power of Relationships

What is it about local churches that makes them such an asset to the community?

Part of the answer must surely be the willingness of church members to seek genuine relationships with people from all walks of life and be present for the long-term.

One example of this is The Salvation Army Greater West, whose work in Lethbridge Park is guided by three principles: to acknowledge the humanity and recognise the divine in all people; to listen deeply to their stories; and to work in partnership with individuals to find solutions to the challenges they face.

Building relationships of equality and authenticity enables those in need to share when they're struggling and ask for help, without fear of judgment or being seen as a 'charity case'. As a member of the Cranebrook community, who benefited from the efforts of Foothills Church, put it:

"We know you people love us and when you are here everything feels okay."



Moreover, when the local church looks like the community, it's easier for the community to see itself as part of the church. This has certainly been the experience of The Transformation Edge which, for the past 5 years, has sought to engage with those from culturally and linguistically diverse backgrounds.

The diversity of the TransEdge congregation has enabled relationships of mutual understanding with local migrant communities, and the church's work has quickly expanded from a one-off Christmas giveaway to ongoing food distribution and now the provision of basic counselling and other services.



Value



\$8,447,317

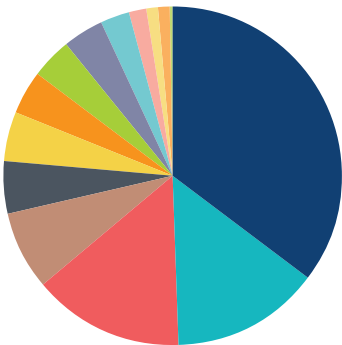
Social impact value to the City of Penrith & Mt Druitt 2770
(not including goods and other resources)

\$6,588,150

Social impact value to the Penrith community

\$1,859,167

Social impact value to the Mt Druitt community



- Material assistance \$2,983,619
- Pastoral care: \$1,249,444
- Crisis accommodation: \$1,192,305
- Children/Youth: \$619,008
- Counselling: \$426,639
- Community connection: \$376,404
- Education: \$367,596
- Family services: \$344,740
- Health & wellbeing: \$319,980
- Financial services: \$219,034
- Social justice: \$128,563
- Other: \$104,755
- Visiting services: \$103,803
- Migrant support: \$11,428



Case Study

God-centred, Community-minded

Christ Mission Possible (CMP) is a powerhouse of community service activity in Penrith, Mt Druitt and beyond. What began as a small outreach ministry of The Rock Community Centre church, now mobilises hundreds of volunteers and serves tens of thousands of people in need.

CMP is God-centred and community-minded, working with a broad range of faith-based and secular partners to address food insecurity and homelessness.

On the issue of homelessness in particular, CMP is leading the way by pioneering an approach known as “rapid re-housing”. With support from Housing NSW, CMP operates a six-storey building in the centre of Penrith that provides crisis accommodation for individuals and families who are sleeping rough.

Then, once people have a temporary roof over their heads, the real work begins...

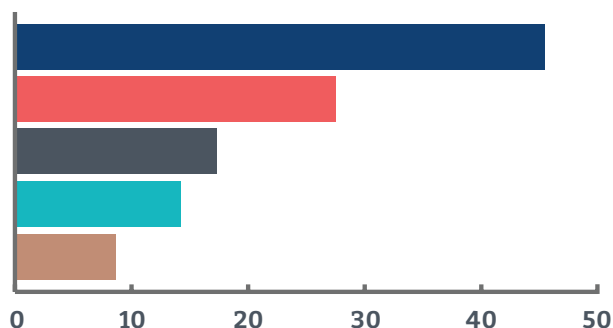
Support workers identify personalised services to help address the root causes of homelessness, including addiction, mental ill-health, and unemployment. Meanwhile, CMP works with local real estate agents to secure rental properties on behalf of those experiencing homelessness, handing over the keys as soon as they can afford the monthly payments.

It's all about empowering people to move as quickly as possible from the street to their own safe, secure and permanent home.



Partnerships

RESPONDENTS PARTNERING TO SERVE THE COMMUNITY



- 45 Partnering with other faith-based organisations
- 27 Partnering with other non-faith-based organisations
- 17 Partnering with local council/authorities
- 14 Partnering with medical or health services
- 9 Partnering with police or law enforcement

Case Study

Loving Our Neighbour

Even before the onset of COVID-19, many people across our nation were experiencing a deep sense of loneliness and isolation. In an effort to address this, the community of Bidwill came together to celebrate Neighbour Day in March of 2021.

The event provided an opportunity for connection and conversation between people who live only a few houses away but rarely interact with one another. Parents with their babies shared laughs over a cup of tea; pensioners took snapshots alongside young people; and school students competed in games of soccer, before indulging in free sausages and donuts.

The initiative was made possible by Together in Bidwill – a collective of local residents and community organisations that includes The Hive, BaptistCare HopeStreet, Bidwill Uniting Church, Blacktown Council, Jesuit Social Service, and Fusion. The collective seeks to empower community members to build a greater sense of purpose and connection, and shows what's possible when we come together for the benefit of others.



COVID-19

39%

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

65

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

2,983

Additional people served per week due to the impacts of COVID-19

Case Study

Boxes of Blessings

In a time of uncertainty, stress and fear, Imagine Nations Church decided to be a blessing to those on the front line of the COVID-19 pandemic.

The church collected a range of food items to create 50 morning tea hampers, which were gifted to staff at the Nepean Hospital, teachers from nearby schools, and local aged care workers.

These symbols of gratitude were met with great appreciation, bringing one of the nurses at the COVID-19 testing clinic in Penrith to tears:

"We don't often get thanked. I'm overwhelmed by this thoughtful gift."

In addition, Imagine Nations volunteers knitted small hearts for COVID patients in ICU who were unable to have loved ones visit them. Both the patient and their family received a matching heart to signify that, despite the physical distance, they were in each other's hearts at this challenging time.



Acknowledgements & Next Steps

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

To our wonderful partner, OneChurch Penrith, and the local organising committee who gave so much of their time and energy over many months – in particular, Christine Bayliss Kelly, Mark Chapple, Shane Conlon, Coz Crosscombe, Emmah Makuthi and Peter Martin.

To the civic leaders who lent their name and credibility to this initiative and this report – Mayor Karen McKeown, Ps. Kayleen Manton, David Simmons, Tanya Davies and Shane Conlon.

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

May this report affirm the work of churches and Christian organisations who are seeking to address the greatest social needs across Penrith & Mt Druitt.

May it inspire new partnerships and initiatives, as we recognise the vision we share to see our local communities flourish.

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.





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