



# NAYBA Impact Audit

**RYDE**  
NSW, AUSTRALIA

AUGUST 2022







# Key Results

## 51

### Survey responses

(57% of all churches and Christian organisations in Ryde)

## 69

### Community service activities

(addressing 13 of the greatest social needs)



## 7,939

### People in need served in the past year

(equivalent to 6% of the population of Ryde)

## \$2,691,162

### Social impact value

(to the City of Ryde each year)



# Introduction

It's with pleasure that we present the results of the NAYBA Impact Audit for the City of Ryde – the first audit of 2022, as Australians begin looking to a future beyond the COVID pandemic.

We acknowledge the Traditional Owners of the land now known as Ryde, the Wallumattagal clan of the Darug nation, and pay respect to their Elders past and present. We also express our desire to see the Church take on a more significant role in the journey towards reconciliation across our nation.

The City of Ryde is a region in transition, with an increasing population of migrants and young people. Alongside this, there are significant social issues – including social isolation, which particularly impacts those from culturally and linguistically diverse backgrounds, the elderly, and those living in high-density developments.

The data outlined in the following pages show that churches and Christian organisations have a clear understanding of the City and its people and are seeking to play their part in loving and serving those in need.

The key statistics are as follows:

- 51 survey responses, representing more than half of all churches and Christian organisations in the City
- 69 community services addressing 13 of the greatest social needs
- Almost 8,000 unique beneficiaries over the last year – equivalent to 6% of the total population of Ryde
- \$2.7 million in social impact value to the Ryde community annually

We look forward to seeing how these results guide the future community engagement efforts of the faith community in Ryde. We also welcome the discussions that will follow between faith and civic leaders from across the region about better ways of collaborating for the benefit of those who call the City of Ryde home.

May God's grace be over all that is to come,



A handwritten signature in black ink, appearing to read 'Nic Mackay'.

**NIC MACKAY**  
National Director  
NAYBA Australia



# From the Mayor



**MAYOR JORDAN LANE | Ryde City Council**

*"Many across Australia, including in the City of Ryde, have experienced hardships recently and the work of faith-based community organisations – as well as the army of volunteers, supporters and donors behind them – has been instrumental in helping them get back on their feet."*

*"Volunteering is such a wonderful way to build and support the community, meet new people and learn skills along the way. We are lucky to have so many dedicated and hard-working people in the City of Ryde and the report illustrates this. It also identifies the potential for greater volunteer participation in future, providing benefits across the board."*

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## Local Partner

The Together for Ryde church network exists to unite, support and release churches across Ryde for the purpose of serving our City with the fullness of the good news of God. We seek to work together to identify needs and opportunities for collaboration, learning and shared resourcing.

It is clear that we are better together, so Oneness serves as a strategic goal for our efforts. And Oneness built on relational trust and love for each other is the foundation of our serving. It is also a powerful illustration of the beauty of God, and how people will encounter His beauty.

This report demonstrates some of the social impact of churches, agencies and ministry organisations in the City of Ryde. 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 wider community.

As we reflect together on this report and all the stories and information associated with it, we are grateful for the baseline data and the encouragement and challenges which this presents. It is such a privilege to share the practical love of Jesus with the people of our City and 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 into the future.



**GREIGORY WHITTAKER**  
Coordinator  
Together for Ryde



# 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 Ryde.

Before commencing this audit, Together For Ryde (with support from NAYBA) engaged in significant outreach to develop a comprehensive database of 89 local churches and Christian organisations operating in the City of Ryde.

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 across the months of May and June. 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 May 2021 to 30 April 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.





# Methodology

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).

To account for COVID-19, a separate section of the survey gave the opportunity to outline new activities launched and beneficiaries reached in response to the pandemic. With that said, several respondents noted the impact that COVID-19 restrictions had on their ability to deliver community services over the past year, including some activities that were significantly scaled-back or canceled entirely.

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 City of Ryde of 132,822.

Finally, it's worth noting that there were many churches and Christian 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 is an intentionally conservative, yet still inspiring, snapshot of the work being done by people of Christian faith to serve those in need in the City of Ryde.

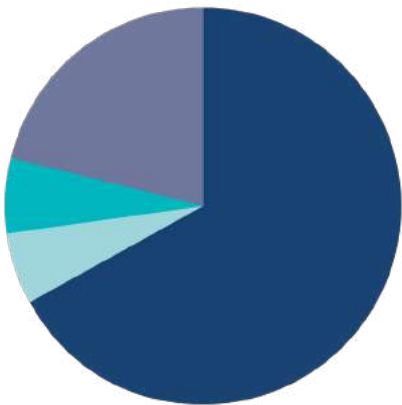


# Respondents

51

## Total Respondents

(57% of all churches and Christian organisations in the region)



### RESPONDENTS BY ORGANISATION TYPE

- 67% Local churches (comprising 6,912 members, of which 56% come from a CALD background)
- 6% Church-based community care organisations
- 6% Christian agencies
- 21% Other ministry organisations



### RESPONDENTS BY FAITH GROUP

- 12% Anglican
- 14% Baptist
- 10% Catholic
- 2% Eastern Orthodox
- 2% Lutheran
- 21% Other/No denomination
- 14% Pentecostal
- 12% Presbyterian & Reformed
- 2% Seventh Day Adventist
- 4% Salvation Army
- 6% Uniting Church





# Services

## TOP 3 COMMUNITY SERVICES BEING DELIVERED IN RYDE

### 1. Community Connection

(e.g. efforts to foster social cohesion, reduce isolation, and build community)

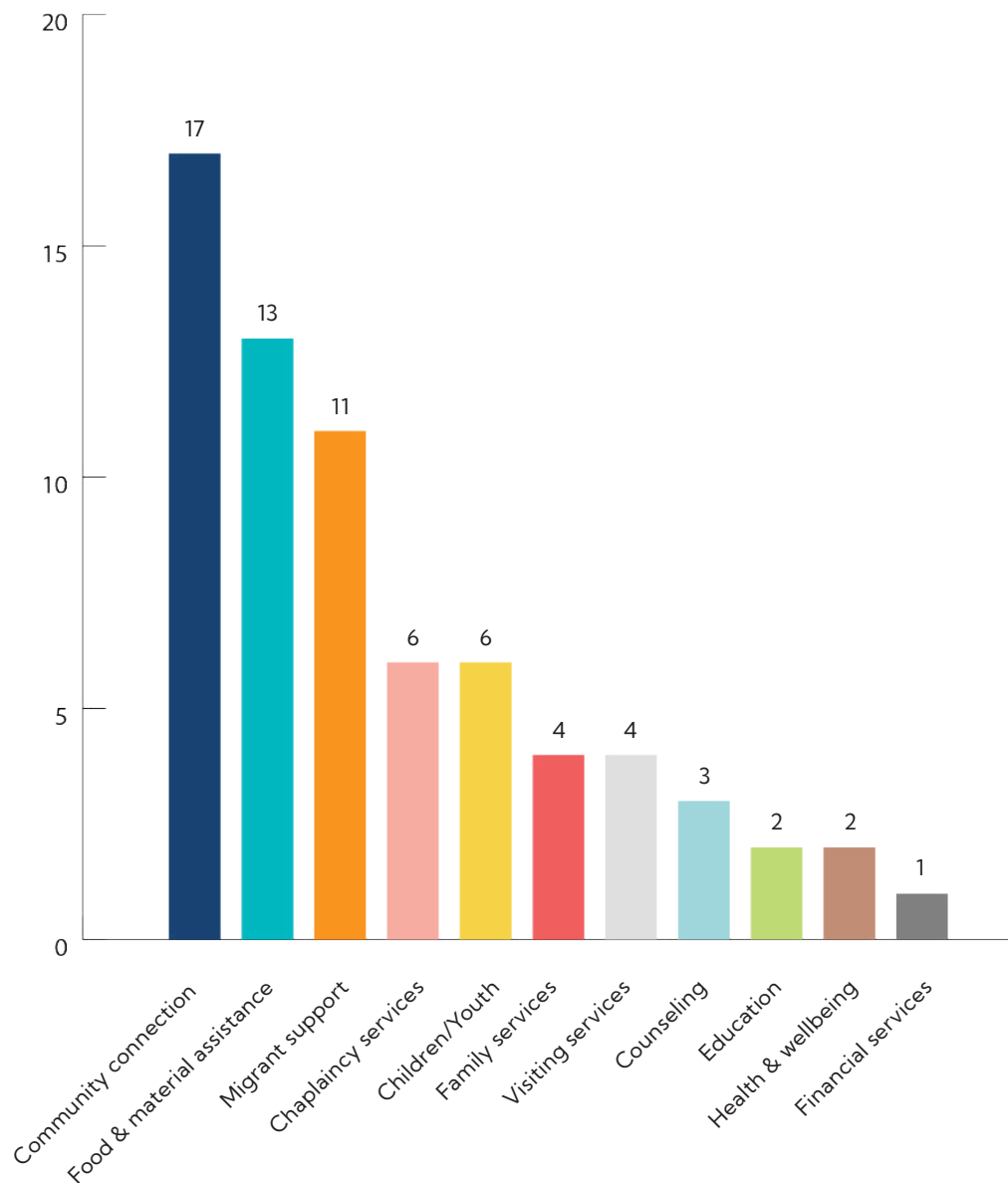
### 2. Food & Material Assistance

(e.g. for those experiencing homelessness or financial insecurity)

### 3. Migrant Support

(e.g. ESL, refugee support, services for specific ethnic groups)

## COMMUNITY SERVICE TYPES



# Services

## TOP 3 SOCIAL ISSUES BEING ADDRESSED IN RYDE

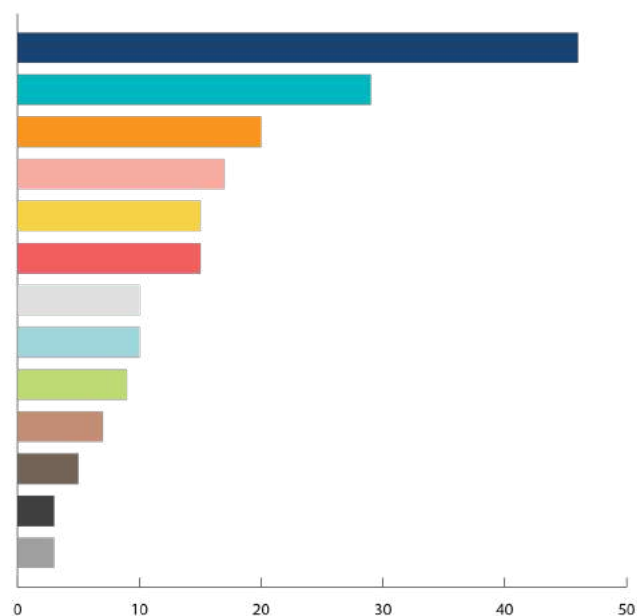
1. Social isolation & loneliness

2. Mental Health

3. Vulnerability due to young/old age

## NUMBER OF SERVICES ADDRESSING KEY SOCIAL ISSUES

|    |                                      |
|----|--------------------------------------|
| 46 | Social isolation & loneliness        |
| 29 | Mental health                        |
| 20 | Vulnerability due to young/old age   |
| 17 | Physical health                      |
| 15 | Financial & food insecurity          |
| 15 | Lack of skills/education/opportunity |
| 10 | Refugee treatment/support            |
| 10 | Other                                |
| 9  | Domestic & family violence           |
| 7  | Discrimination & inequity            |
| 5  | Homelessness & insecure housing      |
| 3  | Addiction & substance abuse          |
| 3  | Unemployment & underemployment       |



# Impact Story



## The Power of Connection

Social isolation has been an issue of increasing concern in communities across our nation, made worse by the impacts of the COVID-19 pandemic.

That's why, as part of the recent Seniors Week, Catholic Care Sydney hosted a morning tea for older residents of the City of Ryde. What was initially intended as a one-off social event, led to a discussion about the establishment of a regular seniors group. Thanks to the enthusiasm of local priest, Fr Greg Morgan, and with ongoing support from CatholicCare, an overarching "Seniors Ministry" has been created to provide a range of activities and services for seniors across the region, including technology workshops, ageing-well masterclasses, and health & wellbeing talks.

Efforts by people of faith to increase connection and reduce isolation have also extended to other parts of

the community:

St Philip's Anglican Church Eastwood has a team of staff and volunteers who make daily visits to those in hospital, care facilities and private homes. Reach Community Initiatives – the community care arm of C3 Church Ryde – run a weekly drop in service, where young people can come for food, fun, mentoring, and safe space to study after school. And one of the local churches in Macquarie Park has established a community garden for residents in the onlooking towers to gather in the late afternoon and early evening to chat, work together as friends, and cultivate an array of vegetables which they share with the community.

*"Sabrina, a retired Malaysian woman, has made the community garden her base for gathering people in the area, especially those who are isolated and disconnected. It's been a privilege to witness her come alive in realising her capacity to serve and bless the community!"*





# Beneficiaries

## 7,939

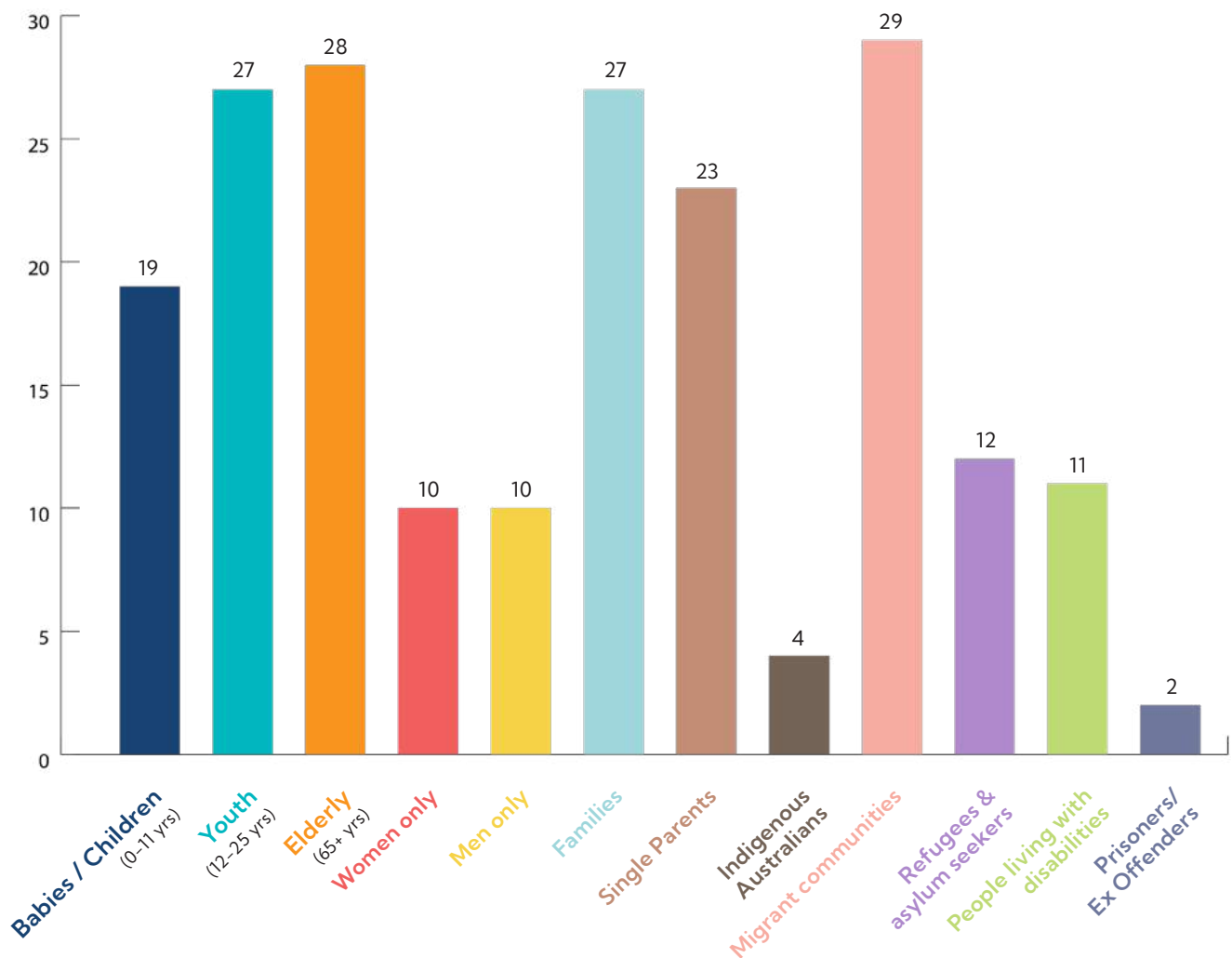
Unique beneficiaries in  
the last year

(equivalent to 6% of the Ryde population)

## 80,569

Total beneficiary interactions  
in the last year

KEY BENEFICIARIES BY DEMOGRAPHIC



# Impact Story

## Sharing language and culture

*English For Living* is a weekly English language class run by Macquarie Baptist Church, which seeks to address the challenges of social poverty and isolation related to language and culture barriers. Just as importantly, it creates the opportunity for church volunteers to build relationships with individuals and assist those facing personal and social challenges. This assistance includes services for those seeking employment opportunities, which has helped overseas students, as well as newly-arrived migrants and their families.

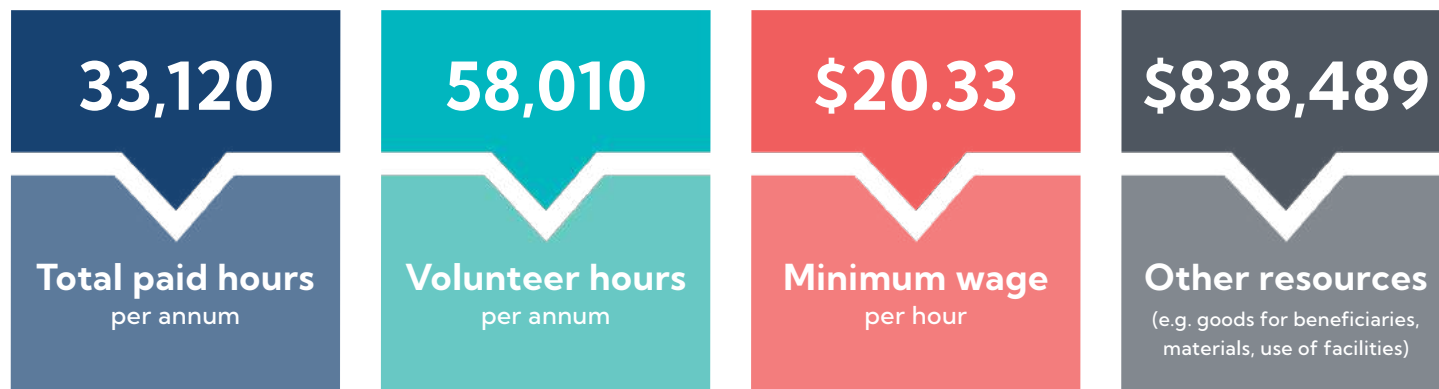
*“English For Living allowed me to meet a lot of friends and we no longer feel lonely. These friends gave me a lot of help and happiness, and made me feel that Sydney is also my home.”*

In a similar way, Eastwood Uniting Church is meeting the needs of its multicultural congregation and community through offering English language classes. The primary beneficiaries of the classes are the Chinese and Korean communities, however Slavic-English conversation groups have recently commenced on a Tuesday night to help create space for local Russian and Ukrainian residents to sit together and support one another in the midst of the ongoing conflict in Eastern Europe.

Participants in the church’s language classes also have the opportunity to engage with the history and culture of Indigenous Australians by learning some Darug - the language of the traditional owners of the area. Eastwood Uniting’s efforts have been so successful that it has attracted the interest of nearby Macquarie University, which is now doing a study on the impact of its language programs.



# Value

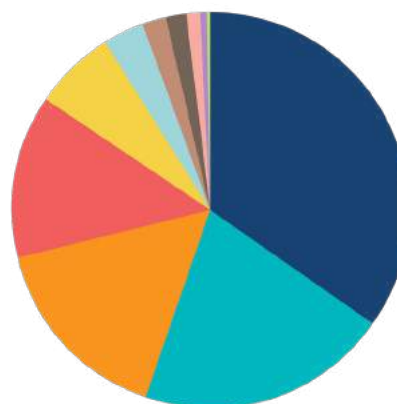


## \$2,691,162

Total social impact value to the City of Ryde

### SOCIAL IMPACT VALUE BY SERVICE TYPE

|   |                  |                            |
|---|------------------|----------------------------|
| ■ | <b>\$936,985</b> | Food & material assistance |
| ■ | <b>\$553,896</b> | Migrant support            |
| ■ | <b>\$425,853</b> | Community connection       |
| ■ | <b>\$361,273</b> | Children/Youth             |
| ■ | <b>\$175,337</b> | Chaplaincy services        |
| ■ | <b>\$94,653</b>  | Family services            |
| ■ | <b>\$51,158</b>  | Visiting services          |
| ■ | <b>\$42,984</b>  | Health & wellbeing         |
| ■ | <b>\$30,385</b>  | Counseling                 |
| ■ | <b>\$14,564</b>  | Education                  |
| ■ | <b>\$4,074</b>   | Financial services         |





# Impact Story

## More than just a coffee

For over 17 years, the Salvation Army Ryde has been a critical source of food and material assistance to those in need: from their ongoing emergency relief site for people in the community who find themselves in financial stress



and require immediate help, to the annual Christmas campaign that includes hampers for vulnerable families and a toy warehouse where parents can come and select gifts for their children – all sourced with the support of other churches and community groups in the region.

In response to COVID-19, the Salvos stepped up their efforts even further, delivering food hampers to people's homes in conjunction with a grant from the local Council. Many of the beneficiaries commented that they were usually the ones donating to others but now found themselves facing financial hardship for the first time.

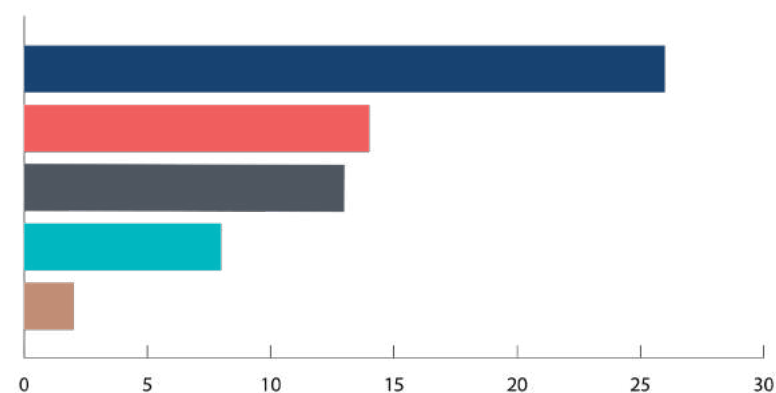
The Salvos also have an iconic coffee van that travels into some of the most vulnerable parts of the City, including several of the local housing estates. More than just a coffee and biscuit, the van offers a safe and positive environment for the community to gather, socialise, connect and form new friendships.

*"Some neighbours who met each other through the coffee van discovered their shared love of music, which has resulted in one of them teaching the other's son how to play guitar. They are now friends, they have found connection and purpose"*



# Partnerships

RESPONDENTS PARTNERING TO SERVE THE COMMUNITY



- 26 Partnering with other faith-based organisations
- 14 Partnering with local government/council/authority
- 13 Partnering with other non-faith-based organisations
- 8 Partnering with medical or health services
- 2 Partnering with police or law enforcement

## COVID-19

37%

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

36

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

3,686

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



# Impact Story

## Local love for overseas student

At the height of the COVID pandemic, the Together For Ryde network of churches recognised that international students were among those worst affected. Ineligible for government assistance, unable to go home, and facing significant under-employment due to lockdown restrictions, many had nowhere to turn. And so began *More Than*



*Food* – an initiative that supported 150 students from Macquarie University Village each week for 10 weeks. Hands & Feet provided the groceries, City Women Ryde sourced the toiletries, Red Frogs helped connect with the students, and seven local churches sent over 20 volunteers each week to do the work! True to the name, there was far more than food, with volunteers offering friendship, encouragement, prayer and even help with getting jobs.

Importantly, serving international students continues to be a major priority for many local Christian organisations.

The Ezra Centre – administered by Morling College – is committed to making counselling and psychology services accessible for all. Qualified therapists and supervised students commit time to provide subsidised counselling to students and community members who otherwise couldn't afford it. With the rise of mental ill-health and the high population of international students in the region, the Centre is seeking to be part of addressing a key social need within the community.



social connections. This includes access to counselling, pastoral care, social events, and weekly home-cooked meals that bring students together to foster a sense of community.

Similarly, FOCUS provides a place for international students at Macquarie University to make friends and create a 'home away from home'. The FOCUS team intentionally engages with newer students to help them adjust to life in Australia, and provides emotional and practical support with an emphasis on





# Acknowledgements & Next Steps

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

To our wonderful partner, Together For Ryde, and the local organising committee who gave so much of their time and energy over many months – in particular, Robyn Lambert, Curtis Abagi, and Greig Whittaker.

To Mayor Jordan Lane, who so kindly provided his statement of support for this report.

And 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 local churches and Christian organisations who are seeking to address some of the greatest social needs in Ryde.

May it inspire new partnerships and initiatives, both within and beyond the faith community, as we embrace our shared desire to better serve the City 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**

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