

FREQUENTLY ASKED QUESTIONS

About the NCLS Community Connections Pack

**PURCHASE
OR RETURN
OFFER**

The Community Connections Pack is a special offer for Australian churches. Below are some possible queries that may arise for churches related to this special offer.

What is the Community Connections Pack?

The *Community Connections Pack* is a resource kit to help your church connect with your local community. Using national Census data, NCLS Research has designed a Profile of your community, in a clear and easy to use format, to help local church leadership.

What is in the Community Connections Pack?

The *Community Social Profile (CSP)* shows you key information about the local community surrounding your church. The information in your Profile is unique to your area and your church. The *Guide* and *Workbook* help you engage your results and get the most out of your CSP, including national trends and planning processes for ministry and mission.

Online Access: You also receive online access to your CSP plus additional ministry tips.

Why has my church received this Community Connections Pack?

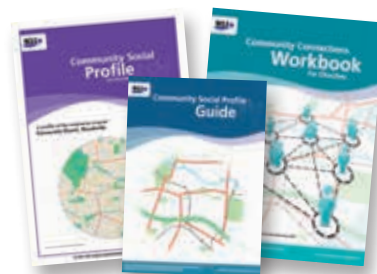
Your local church is in one of the 22 denominations that have partnered with NCLS Research. For example, your church region (e.g. diocese, synod, state, or territory) took part in the 2011 National Church Life Survey. This Pack is being offered to local churches in every partnering denomination. We are certain that this Pack of resources, tailor-made for your church, can support your church's ministry.

How would my church use this Community Connections Pack?

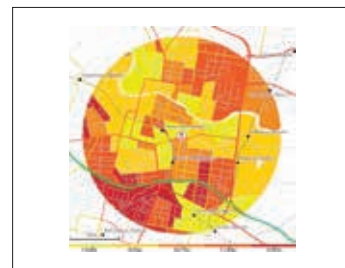
Every church is situated in a particular neighbourhood and every church is, by its very existence, a Christian sign to its neighbourhood. For the church to more effectively connect with the community around it, it needs to know and understand that community. You can use these resources to strengthen your church's ministry to your local area. For more information see www.ncls.org.au/csp/ministryuse

Why Purchase or Return?

Following each national Census since 1991, NCLS Research has used this method of distribution to offer resources to churches, to help them connect with their local communities. If a church does not want the Pack, they simply post the CSP, Guide and Workbook back to NCLS Research in a Reply Paid envelope, at no cost to the church.



Use your Community Connections Pack to connect with your local community in ministry and mission.



Connect with your community in ministry and mission, using your NCLS Community Connections Pack. With scannable codes and links, the CSP is interactive, enabling you to access more resources online.



WHAT DO I DO NOW?

We WANT the Community Connections Pack...

A. We'd like to purchase the Pack

“Yes, thank you.”

PURCHASE your Pack using the Response Card enclosed

We WANT the Community Connections Pack but...

B. We want to purchase the Pack, but the area being mapped is wrong.

“Yes, but...”

Keeping an up to date database of the latitude and longitude for all Australian churches is no small feat and errors are possible.

If your street address is wrong, but the Profile is still useful for planning, please advise us of your correct location so we can correct our records.

If your street address is wrong and Profile is unusable, a new CSP can be issued.

ADDRESS WRONG. CSP OK.

PURCHASE the Pack you have received and **UPDATE** your address with NCLS.

ADDRESS WRONG. CSP NOT OK.

RETURN the Pack you have received to NCLS Reply Paid and **ORDER** a new Pack with a new CSP address.

C. Our current Community Social Profile does not have a 'Church and Community' comparison (Part C of CSP, p. 28-31). We want to get a CSP that does include this.

To include church data in your 'Church and Community' comparison, your church needs to complete a Church Life Survey.

WANT TO COMPARE CHURCH WITH COMMUNITY.

PURCHASE the Pack you have received. **ORDER** a Church Life Survey and **REQUEST** an updated CSP, including your church data, upon survey completion.

D. We want to order a soft copy Pack only (\$180).

If your church would only like a soft copy pdf of your CSP, you can order one using the response card. You will receive online access to your pdf upon payment.

SOFT COPY OF PACK ONLY.

RETURN the Pack you have received to NCLS Reply Paid and **ORDER** a pdf CSP for \$180.

Additional CSPs, Workbooks and Guides can be ordered by contacting the NCLS Research office.

We DON'T WANT the Community Connections Pack...

E. We don't want the Pack. What do we do now?

“No, thank you.”

There is no obligation to purchase the Community Connections Pack.

If you choose not to purchase your Pack, then simply return it in the Reply Paid envelope. Postage costs will be paid by NCLS Research.

DON'T WANT PACK.

RETURN the Pack in the mail Reply Paid (please return within 60 days).

If we do not hear from you within 60 days, we may follow you up to request a response to this offer.

For more information go to www.ncls.org.au/community or contact NCLS Research

Online Admin Key: Go to www.ncls.org.au and click on “Administer Your Church. Log in and enter the NCLS Admin Key provided to your church to perform administrative functions.