

## **Raleigh Street Christian Centre (RSCC) Culture Review**

Dear church,

Our commitment as members of the RSCC is to love God and love others. We desire to do both of these things as well as we can.

At times in the life of a church, there can be a particular need to take stock of how we are progressing in our mission – to take an honest look at our challenges, and to get clear on our opportunities going forward.

As the Board of RSCC Inc. and the Elders, we want to make a considered effort to hear our church's views on where we are at – what we need to do more of together, and the issues we need to address.

With this in mind, we have commissioned a Culture Review.

In the context of a church, a Culture Review is a process which assesses what it is like to be a part of our church. This process is designed to help us understand what people's experiences are as members of this faith community. Especially, a Culture Review helps understand if there is a gap between how we want people to feel and behave as part of our church, and the reality of what is occurring. This isn't a review of the fundamentals of who we are as a church theologically, but a review of our culture.

This Culture Review will be undertaken by Pathfinding, led by Charlotte Cummings. The work Pathfinding undertakes will also be supported by three other individuals with experience in ministry and church governance – Stephen Moe (lawyer), Steve Batten (retired pastor) and Steven Goulstone (Pastor of Wellington South Baptist Church). We have selected Pathfinding after a robust Request for Proposals process by a Culture Review scoping committee, consisting of a cross section of RSCC members. Charlotte has extensive experience in supporting churches to listen well to their congregation. By background, Charlotte is a qualified counsellor, moving into work as a consultant over the last decade. She comes highly recommended for her professionalism, care, and the constructive manner with which she works. She has assisted churches from a wide variety of different denominations and theological backgrounds, right across New Zealand. We feel she is well placed to assist us at this time.

Preparations for the Culture Review are nearly complete, and the process will officially launch very soon. The process will include a survey which we invite people to complete if they are currently or have previously been part of the RSCC. There will also be a number of interviews conducted with some people from a cross section of our RSCC Community. From this, Pathfinding will formulate two reports detailing the main findings – a summary for the church, as well as a full report for the Board and Elders.

We have provided below a set of FAQ's which we hope will proactively address questions you may have about this process.

This is an important time for our church. It is a time for honest views to be shared, and for us to reflect on our hopes for the future.

We strongly encourage all members of RSCC to contribute to this process. Each person's voice is important to us, and we want to hear from you.

We know that this process stands to support us in how we progress our mission as the RSCC. We ask you to pray that the Lord uses this exercise to build the health and effectiveness of our church.

Luke Goodwin, on behalf of RSCC Inc. and Elders

## **Frequently Asked Questions**

We have taken the time to anticipate the questions our church may have about this process. We hope that these answers are helpful.

### **1. How will the Culture Review process work?**

The Culture Review process will consist of two main components:

- A survey - a structured survey will be made available for any person who is or has been a member of RSCC to complete. This will be available online on the RSCC website.
- Interviews – interviews will be held with a cross-section of people who are members or staff of RSCC. The RSCC Inc. Board and Elders will assist Pathfinding with identifying people to be approached to take part in an interview, as well as there being the option of survey participants being asked if they would be willing to take part in an interview following on from their responses.

Following the survey and interviews, Pathfinding will prepare a full report for the RSCC Inc. Board and Elders. Additionally, a summary report will be prepared by Pathfinding and made available for people who are part of the RSCC.

### **2. When will the Culture Review take place?**

Preparation work has already begun, and we aim to have launched the process in mid-July.

### **3. Who will be able to participate in the Culture Review?**

To participate in this process, you need to have previously been or currently be part of RSCC. This process is open to those who have formally become a member of RSCC, as well as those who have been part of our church without membership.

We do expect that most participants will currently be part of RSCC, however, we also want to hear the experiences of those who have left RSCC so that we are able to understand their views and reasons for leaving and learn constructively from them.

### **4. Is participation in the Culture Review confidential?**

Participation in the Culture Review process will be confidential between participants and Pathfinding. Information gathered will be de-identified so that comments made

cannot be linked back to an individual. For example, Pathfinding will ensure that any quotes shared in reports do not reveal any details that might identify an individual.

It is important that Pathfinding has the name and contact details of those who take part in this process, in case further follow up is needed.

## **5. Why has this been commissioned?**

2024 was a year of unrest amongst the RSCC community. A number of people have raised concerns about their experiences within the church, and it is important we gain greater understanding of the culture within RSCC. Undertaking a Culture Review allows us to thoroughly understand the views of people who are, or have been, part of our church. This process will assist our new Board in establishing a way forward for our church that both addresses issues and embraces opportunities.

## **6. How can we trust that this will make a difference to our church?**

We acknowledge there are issues that need to be addressed. The RSCC Inc. Board and Elders are unanimous in our commitment to this Culture Review process. We want to listen well, and respond diligently to people's experiences.

Part of the brief that we have given to Pathfinding is that we would like to be advised on how we will measure our progress. We will ensure that we communicate well with our church about the efforts we will make following on from the Culture Review, and other workstreams.

## **7. Who is Pathfinding and how were they chosen to undertake this work?**

Pathfinding is led by Charlotte Cummings. Charlotte is highly credentialed and experienced in working with churches in addressing challenges and building a safe and healthy culture. You can read more at [www.pathfinding.co.nz](http://www.pathfinding.co.nz)

Charlotte will also work collaboratively with others on the Culture Review process, and further details will be shared as people are appointed to assist where required.

We are aware of the need to steward our church's resources wisely and to only undertake work which we believe will make a valuable impact on our mission into the future. We are confident that we have engaged a provider with the experience, skill and insight to do this culture review and provide us with valuable data as we continue to work and pray through the way forward for RSCC.

## **8. Why will the full findings not be made available to the whole church?**

The RSCC Inc. Board and Elders will receive a full report from Pathfinding, which we expect will be comprehensive and detailed. While this full report will ensure the anonymity of all of those who contribute to the Culture Review, we as the Board do wish to hear as much as we possibly can of what is shared as part of this process.

The summary report provided to the members of the RSCC will be authored by Pathfinding, and, as such, we know this will be an honest summation of the full report, though it will ensure there is a further degree of privacy around what people have shared.

We note, too, that we are working in line with the recommendation made by Pathfinding for how to manage reporting from the Culture Review process.

We thank you for understanding this.

#### **9. Who do I approach if I have further questions?**

If you have further questions about the Culture Review process, you are welcome to contact the RSCC Inc. Chair on [chair@rsc.co.nz](mailto:chair@rsc.co.nz) or the elders on [elders@rsc.co.nz](mailto:elders@rsc.co.nz).

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