



**CARING FOR SEAFARERS IN THE PORT OF BRISBANE
SINCE 1892**

2019 Annual Report

of

THE MISSION TO SEAFARERS BRISBANE INC.

Presented to the Annual General Meeting

On the 14th March 2020.

Celebrating 127 years of the Mission to Seafarers Brisbane



THE MISSION TO SEAFARERS BRISBANE INC.

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WORLD PATRON

Her Majesty The Queen

WORLD PRESIDENT

Her Royal Highness The Princess Royal

SECRETARY GENERAL

Rev Canon Andrew Wright

PATRON

His Excellency The Governor of Queensland.

THE MISSION TO SEAFARERS BRISBANE INC.

COMMITTEE MEMBERS

President	Capt. Ross Nicholls
Vice President	Vacant
Secretary	Ms Lisa Davis
Treasurer	Mr. Rick Domann
Member	Mr. Rob Clark
Member	Mrs Wendy Firmin
Member	Capt. Kasper Kuiper
Member	Mrs Marianne Ross
Member	Mr Tony Fry
Member	Mr James Condon
Member	Vacant

HONORARY CHAPLAINS

The Revd. Ian McGilvray
The Revd. Stephen Briggs
(Priest in Charge St Oswalds Banyo RAN Chaplain)
Chaplain Emeritus: The Revd. William Pearson RFD MNSC RANR Ret.

HONORARY LIFE MEMBERS

Mrs Marcia Scholes
Mr Bruce Balnaves
Capt. David Ellis

The Mission to Seafarers Brisbane Inc. is an Incorporated Association and Registered Charity in Queensland and registered with the Commonwealth Charities and Not for Profit Commission.

The Mission to Seafarers is financially supported by proceeds from the Seafarers Centre shop, income from investments, donations from parishes, companies and individuals along with community grants and projects supported by industry.

**2019 ANNUAL GENERAL MEETING OF
THE MISSION TO SEAFARERS BRISBANE INC.**

**HELD
AT THE MISSION TO SEAFARERS, 2 SEAFARERS STREET
PORT OF BRISBANE
ON
Saturday 14th MARCH 2020 at 1pm**

AGENDA

1. Introduction and welcome by the Chairman
2. Opening prayer
3. Apologies:
4. Presentation of the President's Report by Capt. Ross Nicholls;
5. Presentation of the Financial Statements and Audit Report for 2019 by Mr Rick Domann
6. The appointment of an Auditor for the next year;
7. The election of office bearers and committee members for the next year;
8. NOTICE OF MOTION –
 - a. "That the incoming committee be given power to pass the minutes of The Annual General Meeting of the 16th March 2019"
 - b. Appointment of Life Members – Mr David Thomas
9. Any other business of which prior notice has been given.
 - a. Presentation of Certificates of Appreciation
10. Closing prayer

The Objects of The Mission to Seafarers Brisbane Inc.

To work to meet the practical, welfare and spiritual needs of seafarers of all races and creeds visiting the Port of Brisbane;

**To work to assist any seafarer in need of support and care or in necessitous circumstances or injured or in distress in the Port of Brisbane;
and**

Where practicable, to provide a place of safety and rest, relaxation and comfort to seafarers visiting the Port of Brisbane and to provide a means of communication with family and other loved ones.

***The Mission to Seafarers Brisbane Inc.
“FLYING ANGEL” Seafarers Centre is a
place of safety, comfort and a “Home
away from Home” for all seafarers
irrespective of Race, Language or Faith***

PRESIDENT'S REPORT

I am pleased to present the President's Report on The Mission to Seafarers Brisbane Inc. for 2019

The past year has again been a year full of activity across a range of our services and one of consolidation for certain aspects at our seafarers centre. We have continued to hold several special events that endeavor to reward our staff and recognize the significant contributions of our key stakeholders and the many supporters that enable us to sustain our services to our key customer - our seafarers. The many "comment cards" that adorn our walls as you enter and walk around our centre are written by our seafarers and attest to the fact that we are doing things well.

It can't be highlighted enough that without the commitment, dedication and compassion for our Seafarers that is exhibited by our Committee, Centre Supervisors and Volunteers, our service would not exist in its current form. One of our challenges for the future is to constantly understand the changing need of our seafarers and to adapt our services to meet these needs. While it's fair to say that a seafarers needs are generally the basic services that any human being would desire, their enhanced isolation, the true multicultural working environment they spend up to nine months working in, the real environmental threats of the weather, modern day piracy and potential criminalisation or hospitalisation following an incident and unscrupulous ship owner behaviour, all clearly justify the additional assistance, love, care and understanding to help them manage the void they find themselves working in. Very few of us fully appreciate the life they are leading away from the love of their families and friends all of which underpins the supportive role we continue to play in a seafarer's life domestically and globally.

We are continuously blessed to be supported by our current group of Stakeholders, supporters and followers. Without their support, whether it be financial or "in kind" our role in a seafarer's life would be significantly diminished.

We have many supporters, from a broad section of the Anglican community through to local community groups who behind the scenes tirelessly knit, make gifts, gather essentials and deliver these to our seafarers centre all year round providing our seafarers with items that make their lives more bearable and homely. Our Supervisors have noticeably boosted the connections with our local community and more broader community groups that exist across Brisbane. Interaction has increased and the level of information sharing, the supply of "in kind" goods and services and centre hosted social events have all contributed significantly towards the development of both organisational and personal relationships. These activities benefit our seafarers, our staff and our followers. We hope to continue strengthening these relationships and growing our connections with the community through ongoing social events and activities of interest.

In conjunction with these connections with other community minded organisations, local Maritime Industry leaders from Port of Brisbane, Maritime Safety Queensland, Brisbane Marine Pilots, Svitzer, AMSA and Shipping Australia have continuously provided support and made themselves available to assist us in our endeavours. These leaders are all too aware of the local and global challenges faced by the shipping industry and the subsequent issues it creates for our seafarers.

Our Memorandums of Understanding with the Port of Brisbane and Brisbane Marine Pilots continue to yield benefits to each organisation, and we encourage other likeminded industry participants to consider the long term complimentary benefits of such agreements. While not diminishing the value of any member of this group of Stakeholders and supporters, I must continue to acknowledge the amazing support that the Port of Brisbane provides to our Seafarers Centre directly and to our Seafarers indirectly. Without this support our centre would not have the profile and ability to operate at the level we do.

I would also like to recognise the transition that has occurred over the past 2 years through the engagement of our Supervisors. Their commitment to their role and passion for our work and their band of volunteers working specifically for our seafarers has helped us transition our centre into a more welcoming, relaxing and open environment for a seafarer to briefly escape the pressures of their work space and engage in a range of activities that are not normally available to them. Whether it be music, art, coffee shop, a game of pool, shopping or just hanging on to some Wi-Fi, they now have it available to them 12 hours per day every day of the year. A part of this transition has been to develop a small band of volunteers who regularly engage with seafarers and passengers from the cruise ships berthing at the Grain terminal. These efforts have greatly enhanced the port stay for cruise ship crews who have very limited access to our services given their trade and it has helped to highlight the great work Mission to Seafarers does for those passengers who would normally be bused straight passed our doors.

Our seafarer numbers continue to remain around the levels of the previous 12 months although slightly higher.

The following statistics highlight the activity of the Seafarers centre for the past year.

No. of Ships calling Port of Brisbane	2,850
No. of Seafarers visiting the centre	15,500
No. of bus trips for Seafarers	7,800
No. of Kilometres driven	82,000
No. of Supervisors	2
No. of Volunteers	54
Minimum No. of Volunteer Hours	8,700
No. of Ship Visits	426
Value of Donations - Goods and "In Kind"	In excess of \$50,000

KEY EVENTS OF 2019

Each year, certain planned events enable us to thank our staff, stakeholders and supporters as best we can while hopefully engaging with other organizations and people who can assist us in our endeavors.

The events of 2019 were no different.

AUSTRALIAN COUNCIL CONFERENCE

Our Seafarers centre hosted the bi-annual Australian Council conference and Regional Directors meeting during August 2019. The conference was attended by 43 local (Australian/NZ) delegates and the 9 Regional Directors from all stations around the globe, including the Secretary General of Mission to Seafarers globally Rev. Canon Andrew Wright and key staff from London HQ and of Apostleship of the Sea. The conference was themed One Body with Many Members (1Corinthians 12:12-27) and was held at the Brisbane Airport Conference Centre which provided excellent facilities enabling all delegates to optimize their attendance and minimize the logistics for this event.

In conjunction with the Conference two memorable events were held to recognize and reward our Stakeholders and Sponsors for their significant contribution to our ongoing success. A Sponsors Welcome

Cocktail reception was held at the rooftop lounge atop the IBIS Hotel at the airport and a memorable Conference Dinner was held on the banks of the Brisbane River at the newly commissioned multiuser facility at HMAS Moreton. This evening was further enhanced with an inspiring presentation from the CEO of Mercy Ships Mr. Alan Burrell and the magnificent catering and organizing from the McGuire's group who are significant supporters and volunteers at Mission to Seafarers Brisbane.

There are key "takeaways" from every conference and while many of them can go unnoticed I am pleased to advise that one global initiative which we implemented instantly was to recognize the increase of women in shipping which is consistent with the IMO theme of 2019 – Empowering Women in the Maritime Community. Shortly after the Conference we installed a well-stocked clothing rack, a make-up table and the provision of female hygiene products inside the female washroom to ensure we responded appropriately given our role in the port. We have also inducted our volunteers to ensure we ask all female seafarers if they are OK. We are very proud of this simple achievement and have to say that the response from our female seafarers has been overwhelmingly positive.



Sea Sunday & Regular Services

Sea Sunday, the first Sunday in July, is an international day for the Mission to Seafarers to recognise their Seafarers. This day, in conjunction with the International Day of the Seafarer (last Sunday in June) allows us to widely recognise the Seafarer and promote the efforts of the Mission to Seafarers as a faith-based service.

Our Seafarers Centre has traditionally spread the word far and wide for Sea Sunday by attending Parishes across Brisbane, both recognising the Seafarer and the wonderful support provided by many of the Parishes assisting us in our work. In conjunction with these visitations we hold a Sea Sunday service at our centre and invitations are open to all staff, stakeholders, supporters and followers.

We are also blessed to have two wonderful and active Chaplains. Their support for our Seafarers and the work they do shines through at every turn. Rev. Ian Mc Gilvray and Rev. Stephen Briggs can be regularly found volunteering at the Mission and engaged in Mission activities both internally and externally providing a strong link to the welfare and pastoral care required by seafarers, current, past and those that have “crossed the bar”.

Rev. Ian McGilvray holds a regular Sunday Service at the Seafarers Centre. During the past year, 17 services were held at our centre. They are a much welcomed and cherished component of our Chaplains activities and we encourage seafarers (past and present) along with parishes far and wide to consider the option of holding Sunday service at our Centre to assist in building stronger relationships with the Mission to Seafarers.

Brisbane OPEN HOUSE

Brisbane Open House continues to be an annual event for our centre. Following our inaugural Open House in 2018 we have recognised the benefit of inviting the public to our centre and bringing their attention to the “invisible” people who operate ships on a 24/7 basis all year and weather round. While we seem to be regularly challenged by the weather over this weekend, it hasn’t dampened the enthusiasm of many souls who venture out to learn more about their city Port. It’s a pleasure to see that each year we have encouraged some of these souls to assist us as Volunteers at the centre and we hope that their experience with us has heightened their awareness of the modern seafarers’ life.

Our People

Our people - Supervisors, Volunteers and Management Committee - continue to underpin the services we provide, for which we are truly thankful for their unselfishness. Opening our centre all year round, 12 hours per day requires significant resources to respond to the human needs of an industry which doesn’t stop.

We require staffing levels that give us the ability to manage the centre throughout the year, opening and staffing the Centre shop each day, along with providing transport to/from the centre and our local shops. In addition to these basic services we also provide for a high level of pastoral care and general wellbeing assistance and more often than it is liked, respond to seafarer emergencies which are sadly inevitable. During the past 12 months we have responded to 13 cases of critical care need for a seafarer. We have a wonderful track record in being able to meet these requirements and our people should be proud and accept the recognition they deserve in providing this level of service. That said, the demand for our services are in continued need and given the predominant need for staff to meet these requirements, our demand for Volunteers is challenging and relentless.

It’s often said that we don’t celebrate our successes often enough. With a centre that is predominantly staffed by volunteers there is never an ideal time to celebrate. However, just prior to Christmas our Centre Supervisors organise a Christmas Party for all our Volunteers (past and present) as a demonstration of

appreciation for everything they have done and continue to do. This year has been no exception and the colourfulness of the event surpasses the last each year.



Ship Visiting

Our long-term ship visitors of Peter Jones, Rev. Ian Mc Gilvray and Rene Lejeune continue to do a magnificent job and I thank them for their ongoing commitment to the Mission and the seafarers they visit. This engagement extends our welfare and pastoral care activity to as many seafarers visiting the port as possible and during the past year this involved visiting around 426 ships which has been a significant increase over the past 12 months. Considering we have around 2800 ships visiting the port during the year, it still only represents 15% of the ships calling Brisbane.

While these three experienced Ships Visitors continue to actively engage onboard with our seafarers who can't attend the centre, we are still significantly behind our goal of attending around 60% of the ships that visit our port. Efforts to secure a Ship Visiting Coordinator have so far failed to generate an outcome and further efforts during 2020 are required to enable us to meet the need of those seafarers who are unable to get ashore due to their onboard work commitments which includes, more often than not, sleep.

Capt. Milford Eyres Bursary

Capt. Milford Eyres, an ex-Torres Strait Marine Pilot who passed away during 2017 left a bequest to the Brisbane Mission. The Committee wanted to retain the bequest as a separate amount for the ongoing benefit to the Mission and seafarers and this has been achieved during 2019.

During 2019 the Bequest was enlivened twice with the successful completion of CPE (Clinical Pastoral Education) training for Mr. Gary Tognola who is training to become an Ordained Anglican Priest. Gary has been a wonderful beneficiary of this Bursary and has continued to volunteer at the seafarer's centre, being recognised as a significant contributor to both the centres operations and the health and wellbeing of our seafarers and staff.



In addition to supporting Gary, the Bursary Committee supported a component of the training for Lannah, the Port of Brisbane's first female marine cadet. Lannah completed a Mental Health First Aid Course to complement her practical training for her role on Port of Brisbane marine vessels. Hopefully this training will assist Lannah and her fellow marine team members in the port and allow us to build an ongoing relationship with her.

The Committee overwhelmingly acknowledge that the Bursary must be purposefully used to support the health, wellbeing and/or training of new seafarers with new opportunities being investigated and the search for new opportunities and candidates continues.

Marketing and Volunteer Drive

The Mission devotes a lot of time and resources seeking to refresh our volunteer pool to ensure we can effectively operate the Seafarers Centre 12 hours a day for 365 days a year. Both Supervisors and members of Committee are regularly engaging with Parishes, related and non-related Community Groups, and maritime organisations along with other like-minded Charities to maintain a regular presence and visibility in the community.

We continue to maintain an active Facebook page, our website, a Bi-Monthly e-newsletter and register for events such as Brisbane Open House and national Volunteer days to keep our flag flying.

The Mission continues to raise its community profile by optimising the communication networks in many ways, including:

- Engaging with Volunteering Redlands and Volunteering Queensland
- Maintaining an interesting and informative Website,
- Maintaining an interactive social media presence through Facebook Page (currently with 530 followers)
- A quarterly e-Newsletter (“Brisbane Mission Matters”) emailed to volunteers, supporters and other interested persons and associations.
- Attending forums and presentation opportunities within the Port, parishes, service clubs and interested groups.
- The development of meaningful MOU’s with key organisations.
- Expanding the skills and experience of committee members to broaden the skills base and the network

We are always willing to respond to Community Group requests for speakers.

Financial Matters

Our financial health is of paramount importance in being able to continue to operate in Brisbane. Other less fortunate or small regional seafarer centres struggle to meet their financial obligations each year and we are mindful of our position.

Our current regular operating income stream is from four primary sources – our shop, bar sales, phone cards and foreign exchange. We have already seen downward trends on these traditional income sources as seafarers get less time ashore, telecommunications companies optimise their profits, access to communication networks aboard ships have reduced in cost while access for a seafarer is still limited and there is a slow but noticeable transition towards the use of a debit or credit card. These trends will continue to drive our need to diversify traditional income streams and monitor costs closely while other sources of income and “one off” Community Grants will become more critical to continue funding our work.

Our investment fund and donations are critical to the future funding of the Seafarers Centres operations however they cannot be relied upon as regular means of income and therefore longer term strategies and opportunities are constantly being considered.

Our financial results for 2019 show Mission to Seafarers Brisbane has delivered an operating surplus for the year. While this surplus is pleasing and reassuring that we can continue with our work, we must be mindful that without the appropriate distributions from our investment fund, this surplus will be significantly eroded with a

potential for an operating loss. Continued prudence in managing our expenditure along with assessing opportunities to improve our sources of income will allow us to maintain and hopefully extend our operations and services to meet the demands of the modern seafarer.

A copy of our financial status at the conclusion of 2019 can be found at the end of the Annual Report.

Mission to Seafarers Brisbane Inc. Points of Contact:

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Email: tfa@mtsbrisbane.org.au

Website: Visit us at www.mtsbrisbane.org.au

Facebook: Like us at MISSION TO SEAFARERS BRISBANE

E-newsletter: Please send your email address to tfa@mtsbrisbane.org.au be added to the mail-out list for this quarterly newsletter

President – Ross Nicholls – presmtsbrisbane@gmail.com

Treasurer – Rick Domann – treasmtsbrisbane@gmail.com

Secretary – Lisa Davis – secmtsbrisbane@gmail.com

Supervisors –

Jacqueline Nielsen-Dale opsupmtsbrisbane@gmail.com

Heather Turner volsupmtsbrisbane@gmail.com

Bank details:

Account: Mission to Seafarers Brisbane Inc

BSB: 704 901

Account Number: 0000 3660

Conclusion

At the Mission to Seafarers Brisbane all our staff, volunteers, supporters and donors from across South East Queensland contribute from their hearts to support seafarers visiting the Port. Each year we are reminded that our Mission is of more relevance and serving a greater need now than it was in the 1890's when we commenced our welfare services to seafarers in the Port of Brisbane.

Our Port continues to innovate, collaborate and enable a growth in trade which only seeks to underpin our role in providing a range of support services to the seafarers manning these ships. To meet these seafarer service demands we are collaborating with our international stations and continually seeking ways to adapt our services to address the current trends in the global shipping industry. For as long as Seafarers continue to man ships, the Mission to Seafarers Brisbane will continue to adapt to provide the best welfare and pastoral care services possible.

In closing, we pray that our valuable and vital ministry to seafarers visiting the Port of Brisbane will continue with the kind and heartfelt levels of support that we are currently blessed with.

Capt. Ross Nicholls
President 2020

