



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

2018 Annual Report

of

THE MISSION TO SEAFARERS BRISBANE INC.

Presented to the Annual General Meeting

On the 16th March 2019.

Celebrating 126 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	Mr. Robert Clark
Secretary	Vacant
Treasurer	Mr. David Thomas
Member	Mrs Wendy Firmin
Member	Capt. Kasper Kuiper
Member	Mrs Judith Harris
Member	Mrs Marianne Ross
Member	Vacant
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

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.

**2018 ANNUAL GENERAL MEETING OF
THE MISSION TO SEAFARERS BRISBANE INC.**

**HELD
AT THE MISSION TO SEAFARERS, 2 SEAFARERS STREET
PORT OF BRISBANE
ON
Saturday 16th MARCH 2019 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 2018 by Mr David Thomas B.Com. C.A.(S.A.);
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 17th March 2018"
 - b. Appointment of Life Members – Capt. David Ellis and Mrs. Marilyn Ellis
9. Any other business of which prior notice has been given.

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 2018

2018 has been another exciting year for our Seafarers Centre. The year has included a number of celebratory events, a significant change in the **Centre's operating structure and the addressing of a range** of issues that any Charity has to consider while operating in these times.

People underpin the success of any business, whether it be a Charity or a For Profit business and our Seafarers Centre is no different. The commitment, dedication and compassion for our Seafarers that is exhibited by our Committee, Centre Supervisors and Volunteers is inspirational and something we should all be very proud of. We have recently implemented a number of new initiatives to recognise and reward our Volunteers along with capturing the comments and feedback from Seafarers who visit our centre. The supportive feedback highlights that we are making a difference in a **seafarer's** life and generally meeting their expectations when in Brisbane. That said, there are always opportunities for improvement.

We are also blessed to be supported by a widening group of Stakeholders, supporters and followers. **Without their support, whether it be financial or "in kind" our role in the port would be significantly** diminished. The Mission has Memorandum of Understanding with the Port of Brisbane and Brisbane Marine Pilots which continue to yield benefits to all organisations, and we encourage other likeminded shipping industry participants to consider the long term complimentary benefits of such agreements. At a time when the globalisation of labour is accelerating, given the ever-increasing pressure on costs and financial performance in the shipping industry, the need for the Mission to Seafarers to continue providing a place of sanctuary, care and kindness for these forgotten workers is never more valued. The increase in Seafarer suicide, the threat of automation and job loss and the long periods of isolation are stark reminders of the need for the role we continue to play.

While not diminishing the value of any member of this group of Stakeholders and supporters, I must 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. A capital city port has many working parts and is a tapestry of logistical channels that facilitate both import and export trade. Our port has clearly been recognised for their ability to achieve this goal and were awarded the 2017 Port of the Year award. It is only fitting that our ability to provide pastoral care and welfare services in this exemplar port was emphasised in 2018 by winning the ISWAN International Seafarers Centre of the Year award.

To be recognised for this Award was an achievement in itself given the level of international competition, but to win the Award was recognition from the Seafarers that we are on the right track and punching above **our weight as a Seafarers centre operating in a global environment. While no "one person" is responsible** for winning the Award, I must acknowledge the pivotal role that Capt. Dave Ellis has played over the 10 years of his presidency at our Seafarers centre which has culminated in the winning of this prestigious award.

The award recognises that the care and provision of welfare services to our Seafarers is our primary focus. Following some refinements on the way we measure Seafarers attending our centre we have noted a significant increase in seafarer visits to around 14,500 per year. This is a significant increase again on last **year's numbers of some 12,500 seafarer visits. While we anticipate that this change in counting heads may** account for numbers not previously captured, the levels of attendance at the centre and the demand for our services continues to grow. While the growth in numbers is encouraging, how the seafarers wish to spend

their time and how they choose to spend their limited money is requiring all seafaring centres to consider how the financial future of their operation can be better secured.

It is also a pleasure to highlight the importance of the unseen network of our supporters and followers across the many parishes and beyond the traditional boundaries for their beanies, scarves, clothing, books, magazines and other items given so freely to the seafarers. The introduction of our Facebook page – Mission to Seafarers Brisbane – and our regular quarterly e-newsletter has allowed to us to widen our network and more readily publicize the work our centre and the people behind it.

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

No. of Ships calling Port of Brisbane	2,700
No. of Seafarers visiting the centre	14,500
No. of bus trips for Seafarers	7,800
No. of Supervisors	2
No. of Volunteers	54
Minimum No. of Volunteer Hours	8,700
No. of Ship Visits	146
Value of Donations - Goods and “In Kind”	In excess of \$50,000

KEY EVENTS OF 2018

Restructuring

This year has brought with it a number of challenges as we re-shape the centre for the future.

Early in the year our Centre Manager of 10 years, Adrian Willes left our centre for greener pastures. Adrian is well remembered by us all for being a compassionate person who worked hard and long hours for the benefit of the seafarers and the centre. The vacating of this role gave us an opportunity to establish a more sustainable structure for the future given our long opening hours and need to meet the 24/7 nature of the shipping industry. It also highlighted the importance of our Volunteers, their significant contribution to the operation and the implications when there are not enough.

Heather Turner and Jacqueline Nielsen-Dale, each with complimentary skills and experiences, were employed as the new Centre Supervisors responsible for managing the ongoing operations of the centre. What is traditionally a difficult period, following a long-valued employee departing, both Supervisors have to be commended for hitting the ground running, establishing their new roles along with some much needed structures and new networks, all to benefit our seafarers and the centre.

The positive changes around the seafarers centre have brought comment from our many seafarers, volunteers and regular visitors and can be found **on our “feedback wall” next to our front entrance.**



ISWAN Seafarers Centre of the Year Award



The highlight of the year for the Brisbane Seafarers' Centre has been winning the International Seafarers Welfare and Assistance Network (ISWAN) Seafarers' Centre of the Year 2018. It was the sixth consecutive year our Mission has been nominated for this award by the seafarers and this year all the stars aligned.

The Award was announced at the UN ILO headquarters in Geneva Switzerland in April last year and our very own Capt. Dave Ellis was honoured to accept the award on behalf of the Mission.

It was a great honour to be nominated by the seafarers who visit our Mission centre and shows that the hard work and dedication of the committee and volunteers and our terrific donor support is valued by those we serve.

To recognise all of those people who have contributed to making our centre such a success, a special event was held during the year to celebrate. The event was exceptionally well attended, highlighting the role that our Seafarers centre plays in the lives of such a cross section of incredible people.



Sea Sunday & Regular Services

Sea Sunday, the first Sunday in July, is an internationally recognised 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.

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. During 2018, it was decided to hold a service at the Seafarers Centre for Sea Sunday. The Service was presided over by our Chaplain Rev. Ian Mc Gilvray and well attended by those that could make it. We are hoping to make this an annual event at our centre, inviting our widening group of Stakeholder, supporters and followers to attend.

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”**.

Our regular Sunday Services held at the Seafarers Centre are a much welcomed and cherished component of our Chaplains activities and we encourage parishes far and wide to consider the option of holding Sunday services at our Centre.



Brisbane OPEN HOUSE

2018 was the first year for our Seafarers Centre to participate in the Brisbane Open House event which is scheduled in October each year. The Port of Brisbane has been involved in Open House for several years and this year we saw it as a great opportunity to extend the welcome to greater Brisbane.

While the weather on the weekend dampened the enthusiasm of many “Brisbane’ites”, the 67 people who visited our Seafarers Centre over the weekend were given a great insight in to the not so enviable life of a seafarer. **It’s a pleasure to note that some of our newest Volunteers have joined us following the Open House weekend, which we are intending to repeat in 2019, with better weather.**

Our Volunteers

Without our Volunteers it is unlikely the service we currently provide could exist. Opening all year round, 12 hours per day requires significant resources to respond to the needs of such a dynamic industry. The ability to open and staff the Centre and our shop, along with providing transport to/from the centre and our local shops is one of the key service requirements. Allowing Seafarers to experience different surrounds and to observe and interact with people at shopping centres, take a walk in a park or just sit and watch and listen is something we all take for granted. This simple level of service in itself is vital, let alone providing coverage 12 hours per day each day of the year to keep these doors open and the buses moving.

By the very nature of volunteering, an individual has something special to give. The demonstration of basic compassion, love, wanting to assist, an open ear and a sense of humour have consistently given our seafarers something they cherish but are living a life that is devoid of these basic human needs for the majority of each year.

Just prior to Christmas our Centre Supervisors organised a Christmas Party for our Volunteers as a demonstration of appreciation for everything they do.



Ship Visiting

Several years ago, the Management Committee recognized the increasing need for the building of a larger Ship Visiting team to compensate for the reduced turnaround time of ships in port in conjunction with smaller crew sizes. Both of these trends restrict the seafarer from getting ashore, having a small time away from their workplaces and a **“home” to rehumanize themselves.**

Two ICHMA ship visiting courses have now been completed over the past two years and there is around 15-20 qualified Ship Visitors now available in our port. While this is a great start, the coordinating of a Ship Visiting team requires a significant resource to meet the stringent security requirements of ports and ships, along with the 24/7 operation of ships, which often come and go during the night with very little time for a visiting team to gain access.

A goal for 2019 is to find the resource to be able to coordinate an eager team to start visiting a greater number of ships.

That said, 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 194 ships.

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 Mission Committee wanted to retain the bequest as a separate amount for the ongoing benefit to the Mission and seafarers.

During 2018 the Bequest was enlivened with the Mission offering its first Bursary to a Clinical Pastoral Education (CPE) student for the Anglican Ordained Ministry. Mr. Gary Tognola accepted the Bursary in late 2018 and commences his CPE at the Seafarers Centre in early 2019.

In addition to supporting our first CPE student, the Bursary Committee is considering supporting qualifying female Marine Cadets engaged by the Port of Brisbane during 2018. The purpose of the Bursary is that it be applied to the wellbeing of the seafarer. The Committee overwhelmingly acknowledged that the training of new seafarers, within our very own port, would greatly enhance the wellbeing of their lives. The Mission is proud to be associated with assisting these new female seafarers commence their careers and it is hoped that they will also recognise the work of our Mission and seek to assist us in any way possible at some stage in the future.

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. Following the management restructure in mid-2018, we now have a dedicated Supervisor to develop a greater pool of well trained and enthused Volunteers and to also manage their human needs.

Following a number of early initiatives, including local advertising, Facebook and the Brisbane Open House we have grown our Volunteer numbers and are delighted at the compassion, enthusiasm and initiative they have shown.

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 390 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



MTS Australia Council Biennial Conference

The next Australia Council and Regional Directors conference will be held in Brisbane in September 2019. Planning for this has already commenced and a program will eventually be publicised through our regular channels. The global Mission Regional Directors and the Secretary General Rev Canon Andrew Wright along with senior staff from the Mission’s London Headquarters will be attending the Conference.

Finance

The financial results for 2018 show an operating loss from our Centre operations, which is fortunately offset by increases in revenue from Investment Income and a number of significant donations, for which we are truly blessed. The operating loss was a direct result of the management restructuring process and revitalizing various deficiencies in equipment and services. The Management Committee had accounted for this expected increase in expenses prior to the commencement of the restructuring. While the restructuring of our operations was inevitable and caused a range of challenges, mostly predictable, we have expectedly invested in a new structure that has already delivered operational and cost efficiencies along with broadening our exposure to the wider community, all of which has enhanced the service and profile of our Seafarers Centre. The full benefits of the restructure will be further born out during 2019 and hopefully well in to the future. While these benefits are both tangible and intangible, we are continuing to ensure we explore new and existing areas of income and cover our costs while continuing to make provision for the future.

Future Funding of the Mission Centre and its operations

Our current 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, improved communication networks aboard ships reducing the cost and access to internet for a seafarer, and a transition towards digitised money or the use of a debit or credit card. While these trends will drive our need to diversify our income streams and monitor costs closely, while also reacting to the current seafarers needs, other sources of income will become more critical to continue funding our work.

While our investment income and accumulated interest is important to the future funding of the annual budget and operations to support the objectives of the Seafarers Centre, longer term strategies and opportunities are being considered.

Mission to Seafarers Brisbane Inc. Points of Contact:

Phone: Seafarers Centre 07 3895 1181

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 to be added to the mail-out list for this quarterly newsletter

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 of Brisbane. We see **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 while humans continue to staff ships that ply these trades. To meet these demands we are continually seeking ways to adapt our services to address the current trends in the global shipping industry which ultimately impact our role in the port – caring for the seafarer. 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 service possible.

We pray that our valuable and vital ministry to seafarers visiting the Port of Brisbane will continue for another 126 years!

Capt. Ross Nicholls
President 2018

