



# SeafarerHelp.org

... the lifeline for seafarers

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## learning points



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# What is SeafarerHelp ?



- ▶ SeafarerHelp is a free, confidential helpline for seafarers and their families
- ▶ SeafarerHelp is a service operated by ISAN
- ▶ 24 x 365 operation
- ▶ Multi-lingual staff
- ▶ We seek to provide direct help ourselves...but we also need to work in partnership.
- ▶ Funded by ITF ST, TK Foundation, Seafarers UK



# Meet the faces behind the phones!



Out and about...



...learning about seafarers and their problems first hand!

# How SeafarerHelp operates



- ▶ Seafarers (or their families) contact us by phone, email, SMS, Skype....
- ▶ We establish the nature of their problem and record the essential details
- ▶ We use our own in-house knowledge to address many of these problems
- ▶ We ask partner agencies to investigate the problem and intervene. We then seek feedback and close the loop with the seafarer.
- ▶ We close the case when the problem is resolved

# How many cases ?



- Since commencing operations we have resolved over 3,600 cases
- We currently have nearly 200 on going cases at any time
- We receive between 40 – 70 new cases each month

# Who asks for our help ?



## Nationality of seafarer



■ Filipino	- 39%
■ Ukrainian	- 23%
■ Indian	- 12%
■ Russian	- 10.5%
■ Others	- 15.5%

# How do people get in touch ?



**SeafarerHelp**  
...the lifeline for seafarers

FREE HELP | CONFIDENTIAL  
MULTI-LINGUAL | 24x7

[www.seafarerhelp.org](http://www.seafarerhelp.org)

- SMS +44 (0) 7624 818 405
- Email [help@seafarerhelp.org](mailto:help@seafarerhelp.org)
- skype [info-seafarerhelp.org](https://www.skype.com/info-seafarerhelp.org)
- Free Phone +44 207 323 2737  
(request call back)
- Live Chat [www.seafarerhelp.org](http://www.seafarerhelp.org)

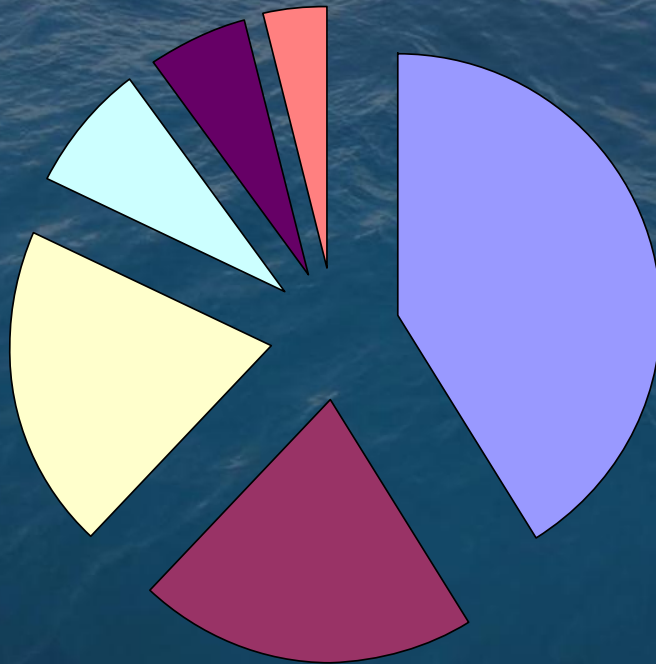


Seafarers carry one of these cards  
with all our contact details.  
(You should keep one, too)

# How do people get in touch ?



## Contact method



- Landline & mobile - 41%
- Email - 21%
- SMS - 20%
- Live chat - 8%
- Freephone - 6%
- Ships satellite phone - 4%



# What type of problems ?



- Unpaid wages
- Repatriation
- Contractual issues
- Discrimination, racial, religious, gender, sexuality...
- Health issues
- Environmental issues
- Just wanted to speak to someone in native language
- Piracy – Maritime Piracy a Humanitarian Response Programme.

# What's the problemS ?



38% of the cases we handle cover *MULTIPLE* issues:

- Not been paid – 34%
- Repatriation problems – 19%
- Contractual problems – 11%
- General welfare issues (increasingly piracy) – 9%
- Shipboard living conditions – 7%
- Abuse and bullying – 4%
- Medical problems – 4%

This shows that when a system goes wrong it goes wrong in a number of ways and there can be multiple issues to address.

# Whose flag ?



Communication problems often make it difficult to identify the flag of the ship involved. Often this isn't relevant to the case. However, ...

- Panama – 23%
- Malta – 9%
- Liberia – 7%
- Antigua – 6%
- Italy – 3%
- Others include Marshall Islands, Bahamas, Cyprus, St Vincent, Singapore.

# Case studies ?



- Following the tsunami off Japan a seafarer’s sister contacted us seeking information about her brother who was sailing off the Japanese coast.
- “Was he ok?” 12 hours later we had an answer for her: “YES!”
- Found and worked with a NY homeless charity to re-house a seafarer’s mother.
- Ship on fire in Indian ocean. Seafarer with severed limb, SeafarerHelp coordinated the rescue by the coastguard. Helped with the repatriation.

# Working in partnership

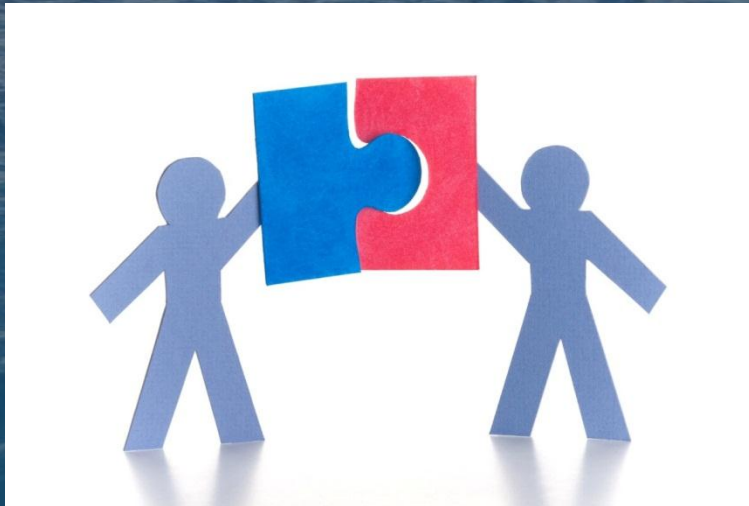


- SeafarerHelp works as a helpline offering direct help where we can.
- We also need to work with other agencies to help resolve seafarers' problems.
  - ITF inspectors / ITF Actions Unit (34 % / 13%)
  - Non-maritime agencies, e.g. medical clinics – 58%
  - Faith based (MtS / Stella Maris) seafarers centres – 8 / 6%

# What works? Team Work!



SeafarerHelp is an important  
part of the welfare jigsaw



We link people together.  
We are often the first to hear about  
seafarers' problems.

*But we are only once piece...*



...and we need to work  
closely with you!  
Maybe you could use our help  
sometimes, too?

# Conclusion



Who we are.  
What we do.  
How we do it.  
Who we help.  
Who we work with.

and most importantly....

Why working together works best!

Any questions?



[www.SeafarerHelp.org](http://www.SeafarerHelp.org)

