



Case Studies

The Seafarer Support team were contacted by a woman suffering from severe depression after the sudden death of her husband who had served in the Merchant Navy for almost 30 years. She was understandably struggling, as she was

unable to afford essential carpets and furniture for her new home. Her situation was then exacerbated when she was diagnosed with cancer. After informing the relevant maritime charities about the woman's situation, she was immediately assisted by The Nautilus Welfare Fund, Shipwrecked Mariners' Society and Seafarers Hospital Society. Vital ongoing support was also provided by Macmillan Cancer Support.



A former Merchant Navy seafarer called the Seafarer Support helpline as he was unable to afford any food. The team immediately provided him with an emergency food voucher and signposted him to SSAFA for assistance. He was assigned a caseworker who determined

that the former seafarer needed financial and welfare assistance as he did not have a pension and had limited mobility. The Seafarer Support team were also able to help with the seafarer's debts, thanks to the assistance of the Nautilus Welfare Fund, Seafarers' Advice & Information Line, Shipwrecked Mariners' Society and Seafarers Hospital Society.

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Seafarer SUPPORT



Seafarer SUPPORT



MERCHANT NAVY WELFARE BOARD

Seafarer Support is managed by the
Merchant Navy Welfare Board, 8 Cumberland Place,
Southampton, Hampshire, SO15 2BH.

0800 121 4765
www.seafarersupport.org

NEED A LIFELINE? WE CAN HELP!

Seafarer Support is a free, confidential telephone and online referral service for serving and former UK seafarers and their families in times of need.



Who is Seafarer Support for?

Working and former seafarers (Merchant Navy, Fishers, Royal Navy and Royal Marines) and their families as well as people who work to improve the lives of seafarers and their families.

How can seafaring charities help?

Sometimes we need a little help in steering a course through life's problems. Seafarer Support will guide you and your family to some of the services available. This might include advice, or finding financial support, depending upon your circumstances.

What happens when I contact Seafarer Support?

- We aim to respond to all enquiries within three working days
- Our friendly staff will ask you a few questions about the help you are looking for
- We will work with you to see if there are suitable sources of help from seafaring charities, or elsewhere, to meet your needs
- If required we can arrange for a trained caseworker to visit you in your home



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The Seafarer Support website acts as a central source of information on the help available from over 150 maritime charities that are standing by to offer support.

The online search facility boasts the latest technology with an AI search function and a live chatbot to enable users to communicate directly with the welfare team.



Visitors to the site can choose between Merchant Navy, Royal Navy and Fishing Fleet and search for assistance across a wide range of welfare categories such as:

- Financial advice and assistance
- Support (bereavement, social, spiritual etc.)
- Accommodation, health and medical
- Redundancy & retraining
- Advice (helplines, employment, pensions etc.)

For those who prefer to speak to someone in person, Seafarer Support has a dedicated freephone helpline 0800 121 4675. Trained staff are available during office hours to direct callers to the many charities and organisations which are best suited to your needs.

***So tell your colleagues, tell your crew and tell your mates
Because seafarers matter...always!***



Some of the ways in which seafaring or other charities might be able to help:

Financial help

- Grants to help with everyday essentials such as furniture, cookers, washing machines etc
- Regular grants for those whose income and savings are below certain levels
- Grants towards the costs of raising children for those who have lost a parent or are experiencing hardship. These can include day-to-day needs, disabilities, educational costs, or seaside holidays

Health

- Help with the costs of disability aids and home adaptations
- Access to priority treatment for working and retired UK merchant seafarers and fishers

Career development

- Grants and interest free loans for Merchant Navy career development

Please note that, as a referral service, we do not provide direct financial assistance ourselves. Whilst we make every effort to find help, there may be circumstances where that is not possible, but we will, in any event, advise you of the outcome.