

PRESS RELEASE

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New 24-hour helpline launched for professional yacht crew

From today, professional yacht crew anywhere in the world will be able to access 24-hour support via Yacht Crew Help, a new helpline launched by the International Seafarers' Welfare and Assistance Network (ISWAN).

Despite the many benefits of working on board a superyacht, the challenges of working away from home for long periods and living in close quarters with colleagues can become overwhelming. In a [2018 survey](#) of superyacht crew, ISWAN found that 82% of superyacht crew experienced low crew morale sometimes, often or always, and 55% of female respondents found accessing mental health care to be an occasional or regular challenge.

Prompted by these findings, ISWAN set up a steering group of representatives from across the superyacht industry and collaborated to develop Yacht Crew Help – a free, confidential, multilingual helpline for professional yacht crew. Whatever problem someone is facing, wherever they are in the world, Yacht Crew Help will be available 24 hours a day, 365 days a year, to provide guidance and support. The helpline is run by ISWAN, a charity which promotes the welfare of seafarers working in all sectors of the maritime industry. The helpline officers are trained in counselling skills, suicide risk assessment and providing emotional support to crew all over the world, and the team is connected with a wide range of organisations to help yacht crew find further support.

ISWAN's Executive Director Roger Harris said: 'Although the superyacht industry can be glamorous, the demands on crew are very high and living in your workplace away from loved ones can be tough. With Yacht Crew Help, we want to make sure that men and women working on superyachts can easily access the support available to them worldwide whenever they need it – free of charge, day or night. We are incredibly grateful to all of our partners for helping us develop a service tailored to professional yacht crew and their specific needs.'

Captain Brendan O'Shannassy, President of the ISS Captain's Committee and one of the key members of the Yacht Crew Help steering group, said: 'The most valuable component of the superyacht industry are the crews. Yacht Crew Help will be key to educating and supporting yacht crew as they strive to deliver the excellence demanded by the industry. ISWAN are a highly credible non-commercial entity to provide this support without crew having any concern of commercial compromise when raising personal concerns.'

Crew members, whether they are currently on board or ashore, can currently contact Yacht Crew Help via three different contact methods:

Telephone: +44 (0)20 3713 7273 (a call back can be requested via the Yacht Crew Help website)

E-mail: help@yachtcrewhelp.org

Live Chat: via www.yachtcrewhelp.org



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A range of information, guidance and resources on issues affecting yacht crew is available on the Yacht Crew Help website at www.yachtcrewhelp.org, including mental health and wellbeing, bullying and harassment, sexual assault, substance misuse and employment concerns.

Yacht Crew Help would not be possible without the support and guidance of a number of key companies and organisations: Y.CO (Official yachting partner); Bond Technology Management & Consultancy (Primary partner); Burgess (Gold sponsor); MYBA (Gold sponsor); LYBRA (Gold sponsor); The Professional Yachting Association; Nautilus International; wilsonhalligan; MHG Insurance Brokers; United Advisers Marine; Yotspot; AYSS; Yachting Matters; Superyacht Charities; Impact Crew; International Superyacht Society; and Superyacht Services Guide.

For more information about Yacht Crew Help, please contact ISWAN's Project Manager, Caitlin Vaughan: caitlin.vaughan@iswan.org.uk.

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NOTES TO EDITORS

International Seafarers' Welfare and Assistance Network (ISWAN): A charity and membership organisation which works to promote and support the welfare of seafarers all over the world. The free, 24-hour, multilingual helpline, SeafarerHelp, is one of the direct welfare services that ISWAN provides to seafarers. Others include relief funds for seafarers and their family members in need and a range of health information resources. ISWAN works with companies, unions, governments, welfare organisations and ports for the implementation of the ILO Maritime Labour Convention, 2006. ISWAN supports those who establish and provide welfare facilities and services in port and on ships. ISWAN is funded by membership subscriptions, grants from foundations, sponsorship and earned income. For more information, visit www.seafarerswelfare.org.