

## New mobile app offers seafarers offline access to ISWAN's 24-hour support and resources

30 June 2021 - The Shipowners' Club, the leading mutual P&I insurer in the smaller and specialist vessel sector and the International Seafarers' Welfare and Assistance Network (ISWAN) have joined forces to launch a new app, *ISWAN for Seafarers*. Seafarers can now download the free mobile app which can be used offline to access help, information and support around the clock.

Many seafarers often experience issues with internet connectivity at sea and expensive data packs can present a challenge for those on board. In addition, seafarers might not always know where to seek help or support if they are struggling or have a problem. *ISWAN for Seafarers* is a native app meaning it does not require an internet connection after the initial download (which has been minimised as much as possible to save on storage space). The app does not use data when open and seafarers can access support and resources at any time while at sea or ashore.

*ISWAN for Seafarers* provides seafarers with instant access to ISWAN's free, confidential, international helplines SeafarerHelp (for all seafarers and their families) and Yacht Crew Help (for professional yacht crew) via different channels including telephone (with a call-back option), e-mail and Live Chat. Both helplines are available 24 hours a day, 365 days a year, and ISWAN's helpline officers speak several different languages including Filipino, Hindi and Russian. Whether a seafarer has a problem on board, a request for general information or simply needs to talk to someone after a tough day, they can do so at the touch of a button via the app.

The new app also provides a wealth of useful information and resources specifically for seafarers, including ISWAN's Good Mental Health Guides and other self-help health materials, access to ISWAN's Seafarer Centre Directory, and guidance on topics such as contract issues, abandonment, and bullying and harassment. Seafarers can also learn more about ISWAN's Regional Programme which provides humanitarian support to seafarers and their families in South and Southeast Asia and West and Central Africa and connect with the regional teams via social media.

The app also features a blog containing recent articles from ISWAN's website on seafarers' welfare-related news and topics. Seafarers can catch up on the latest articles by refreshing the blog when they have an internet connection.

**ISWAN's Chief Executive Officer Simon Grainge said:** *"We wanted to make it as easy as possible for seafarers to get access to our helpline and resources whenever they need them, day or night, at sea or ashore. We have been delighted to create this app with The Shipowners'*

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*Club, who made it possible to bring this valuable resource for seafarers to life.”*

**Louise Hall, Director – Loss Prevention & Corporate Responsibility at the Shipowners’ Club commented:** *“We are proud to have worked with ISWAN on this new initiative to provide seafarers with a free tool that offers easy access to advice, guidance or assistance when needed. By providing this interactive and instantaneous service, we hope to assist seafarers in obtaining the support they, and their families, may need, in today’s challenging operating environment.”*

ISWAN for Seafarers is available to be downloaded for free to mobile phones from [Google Play](#) (for Android devices) and the [App Store](#) (for iOS devices). Seafarers can find out more information about the app and share their feedback with ISWAN at [www.seafarerswelfare.org/our-work/iswan-for-seafarers-app](http://www.seafarerswelfare.org/our-work/iswan-for-seafarers-app).

**ENDS**

## Resources

A screenshot of the ISWAN for Seafarers app home screen can be downloaded [here](#).

*Notes for Editors*

**The Shipowners’ Club** is a mutual marine liability insurer, providing Protection and Indemnity insurance for small and specialist vessels since 1855. The Club is a member of the International Group of P&I Clubs and works with more than 600 brokers globally to insure over 33,000 vessels across a range of operating sectors and geographical areas.

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**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](http://www.seafarerswelfare.org).

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