

# Seafarers Helplines 24 / 7 for merchant fleet

If a seafarer needs help, they should immediately contact their company's designated support channels, such as the welfare officer or HR department.

They can also reach out to maritime organizations and industry specific helplines for confidential support. Complaints may be addressed to the flag State point of contact for complaints of seafarers as per the Maritime Labour Convention as well. In emergencies, they should contact port authorities or local maritime authorities for immediate assistance.

## Sailors' Society

**Call** +1 938 222 8181



**Instant chat** <https://sailors-society.org/helpline>

**Email** [crisis@sailors-society.org](mailto:crisis@sailors-society.org)

**Visit** <https://sailors-society.org/seafarers/>

⚓ 24/7 Helpline in crisis, wellness at sea, peer-to-peer groups, grants for seafarers

⚓ English

## DSM Care – Deutsche Seemannsmission



**Instant chat** <https://dsm.care/chat/>

**Email** [psnv@seemannsmission.org](mailto:psnv@seemannsmission.org)

**Visit** <https://dsm.care>

**Seafarer Center Directory** <https://seemannsmission.org/standorte/>

⚓ 24/7 Chat, audio or video with port chaplain or port welfare worker

⚓ English, German, (Tagalog and Cebuano translators will be find within 24 h)

## Frauen zur See e.V. – Women on Board association



**Call** +41-43 333 21 05

**Email** [info@frauenzursee.de](mailto:info@frauenzursee.de)

**Visit** [https://frauenzursee.de/index.php/frauen\\_notruf.html](https://frauenzursee.de/index.php/frauen_notruf.html)

⚓ Consultation for women at sea

⚓ English, German

## ITF International Transport Worker's Federation



**Instant chat** +44 752 351 5097

**Email** [seafsupport@itf.org.uk](mailto:seafsupport@itf.org.uk)

**Visit** <https://www.itfseafarers.org/en/contact-us/help-form>

**Inspector & Unions** <https://www.itfseafarers.org/en/apps/look-ship-inspector-or-union>

⚓ Seafarer support: abandonment, job scam, cargo handling / lashing incident, seafarers' assistance

⚓ English

## ISWAN SeafarerHelp



**Call** +44 207 323 2737

**Instant chat** +44 7909 4707 32

**Email** [help@seafarerhelp.org](mailto:help@seafarerhelp.org)

**Visit** <https://iswan.org.uk/seafarerhelp/>

**Seafarer Center Directory** <https://iswan.org.uk/seafarer-centre-directory/>

⚓ 24/7, Free, confidential

⚓ Emotional, wellbeing and practical support

⚓ English, multilingual

## Safer Waves



**Email** [support@saferwaves.org](mailto:support@saferwaves.org)

**Visit** <https://www.saferwaves.org>

⚓ Sexual assault, gender-based violence or discrimination, sexual harassment



WISTA Germany e.V. in cooperation with  
Verband Frauen zur See e.V.

