



ARE YOU A SERVING OR RETIRED UK SEAFARER?

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



0800 121 4765
www.seafarersupport.org

Who is Seafarer Support for?

Working and former seafarers (Merchant Navy, fishermen, 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 in your home



Using the Online Maritime Charities Welfare Guide:

- If you know the words/phrases relating to a charity use the 'Key Words' search option
 - The 'Quick Search' option allows you to search using basic information
 - Use the 'Advanced Search' to find the maritime charity best placed to assist you or the person you represent. Some personal information will be required if you want to initiate a call back from Seafarer Support staff

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These are some of the ways in which seafaring or other charities might be able to help:

Advice

We will put you in touch with an organisation that can advise on:

- Debt and money management
- Entitlement to state benefits
- Bringing up young families
- Residential or nursing care, sheltered and independent housing in a number of locations in the UK



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 fishermen

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 in which that is not possible but we will, in any event, advise you of the outcome.

CASE STUDIES

While her husband was still serving at sea, a woman who was living in a tent with her two sons contacted Seafarer Support. Having been made homeless due to her landlord selling the property, the woman was unsure who to turn to for help because she had been allocated accommodation through the local authority but was in desperate need of financial assistance to help with moving costs and essential household items.

She was assigned a SSAFA caseworker and urgent requests for assistance were sent out by Seafarer Support to various maritime charities. Thanks to the generosity of the Nautilus Welfare Fund, the woman and her family received a grant to be able move into their new home and purchase essential furniture and white goods.

A young mother with 2 pre-school children contacted Seafarer Support after their father tragically died and the mother was very worried about her children's future.

She needed urgent financial help along with assistance for clothing and white goods. Thanks to the generosity of the Sailors Children Society they were offered ongoing support with a monthly grant and the opportunity for holiday breaks. Seafarers Hospital Society also provided funds for a washer/dryer and the Guild of Benevolence of the Institute of Marine Engineering, Science and Technology awarded them a generous grant. Thanks to SSAFA caseworkers and Seafarer Support this young family have been able to access the various Merchant Navy charities and move forward with their lives.



MERCHANT NAVY WELFARE BOARD



TRINITY HOUSE

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