



FAMILY OUTREACH PROGRAMME

CATALOGUE



About the programme

The “[Family Outreach Program \(FOP\)](#)” is a program under the umbrella of ISWAN’s Seafarers’ Education and Awareness Session (SEAS) project. The objective of this programme is to highlight the importance of family support in enhancing the well-being of seafarers, acknowledging its vital role as a lifeline for those enduring prolonged separations from family and home. Through this outreach program, ISWAN aims to provide support and guidance to families by empowering them with information and resources that will help them to support the seafarer, understand the complexities of the seafaring profession and ensuring effective communication between them and the seafarer on board. This will help to improve relationship issues between the seafarer and their family member.



Why ISWAN's **FOP Matters?**

ISWAN helpline data on family and relationship issues

2020

39

2021

73

2022

99

2023

92

- In 2023, ISWAN helplines supported 92 seafarers who were experiencing problems in their personal life, slightly below the 99 contacts received in 2022 but substantially higher than 39 contacts in 2020 and 73 in 2021.
- Difficulties in their relationship with their partner or the ending of a relationship was the issue that seafarers raised most frequently with ISWAN's helpline officers.
- Many seafarers also contacted our helplines with concerns about the health of close family members, often sharing their sense of powerlessness about feeling unable to provide practical help and support in the way that they would if they were able to be physically present.
- ISWAN's helpline data bears out the significant impact on seafarers' mental health of coping with the stress of difficult family situations, at the same time as managing an extremely demanding and intense workload at sea.
- In recent years, almost 60% of seafarers who contacted ISWAN for help with family and relationship issues have also sought support for the detrimental impact on their mental health.



FOP Segments' Take-aways



The Life of Seafarers at Sea

- Nationalistic and economic contributions of seafarers
- Various physical, social, environmental, and work-related challenges seafarers face at sea
- Common misconceptions of the seafaring career
- The role of the family in supporting seafarers



Effective Communication between Seafarer and the Family

- What, why, and how is effective communication maintained
- The nuances of long-distance relationships with seafarers, impacted by various factors, such as time zones, limited internet access, etc.
- Practical and effective communication strategies



FOP Segments' Take-aways



Mental Health and Self-Care Techniques

- Self-care practices and techniques
- The importance of mental health upkeep as family members of seafarers
- Implementing coping mechanisms as a healthy way of attending to your mental health
- ISWAN's free mental health guides



Financial Discipline

- Importance of financial discipline and management as a seafarer's family member
- Proper financial planning
- Understanding the financial implications of contractual work
- Readying for retirement



The Role of Companies during a Crisis

- Various support services and resources from companies
- Identifying company focal persons for their inquiries and concerns
- Support systems in place outside of the company, such as the ISWAN's SeafarerHelp helpline



Testimonials



We need to have more experts on the ground talking to seafarers' families [...] The President, more than anything, when I report to him about the situations [relating to maritime threats in the Red Sea and Gulf of Aden], will ask, first and foremost, how's the family? And he will always remind me and tell me, "Make sure you're taking care of the family."

- ATTY. HANS LEO CACDAC, DMW SECRETARY
(during the ISWAN - Philippines Seminar 2024)



"Communication is important in long distance relationships. Most often those onshore get frustrated by how a crew member communicates when they are onboard without understanding the situation. We all aim to better the lives of the families, however, not a lot of organizations talk about the challenges of being the wife/family of a seafarer. This program enabled them to discuss and share their emotions and how to cope.

Our seafarers work for their families. Taking care of families should also be a priority for companies."

- MS. MAE ANN LAMBOSO
Marine HR Assistant Manager – Crew Engagement
Berge Bulk Maritime Pte. Ltd.

Testimonials

FOP is a good thing for both of us in order to ease the gap that we are having in every situation as LDR couple. Juan shared that his internet connection is unstable in some parts of their voyage. I understand more about his situation and the nature of his work. As we agreed, a simple update makes us both aware and feel that he is safe and fine.

Seafarers' families are now valued and appreciated as equally important to the seafarer.

- KRISHEN VILLAROMAN, PARTNER OF 3/O JUAN SORIANO
Maersk



As a seafarer's wife, a mother, and a teacher, navigating the challenges of our unique lifestyle can be difficult but the insights and support provided by ISWAN - Philippines have been invaluable. The learning and resources offered have been crucial in maintaining my mental health and well being during the toughest times. The valuable information I learned from FOP has not only inspired me to support my husband's mental health while he's on board but has also motivated me to share these learning with fellow seafarers wives.

- ANGEL GLORIAN, LPT , WIFE OF C/E EDZEN M. GLORIAN
Hartmann Crew Philippines

My wife and I were especially grateful for the focus on the importance of maintaining good mental health, particularly for us while we're at sea. The FOP helped my wife better understand my job and gathered valuable tips from other seafarers' spouses on how to support me during my time away. I hope there will be more seminars like this for seafarers and their families in the future.

- C/O AIRON AND HIS WIFE, JANINE
Maersk





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