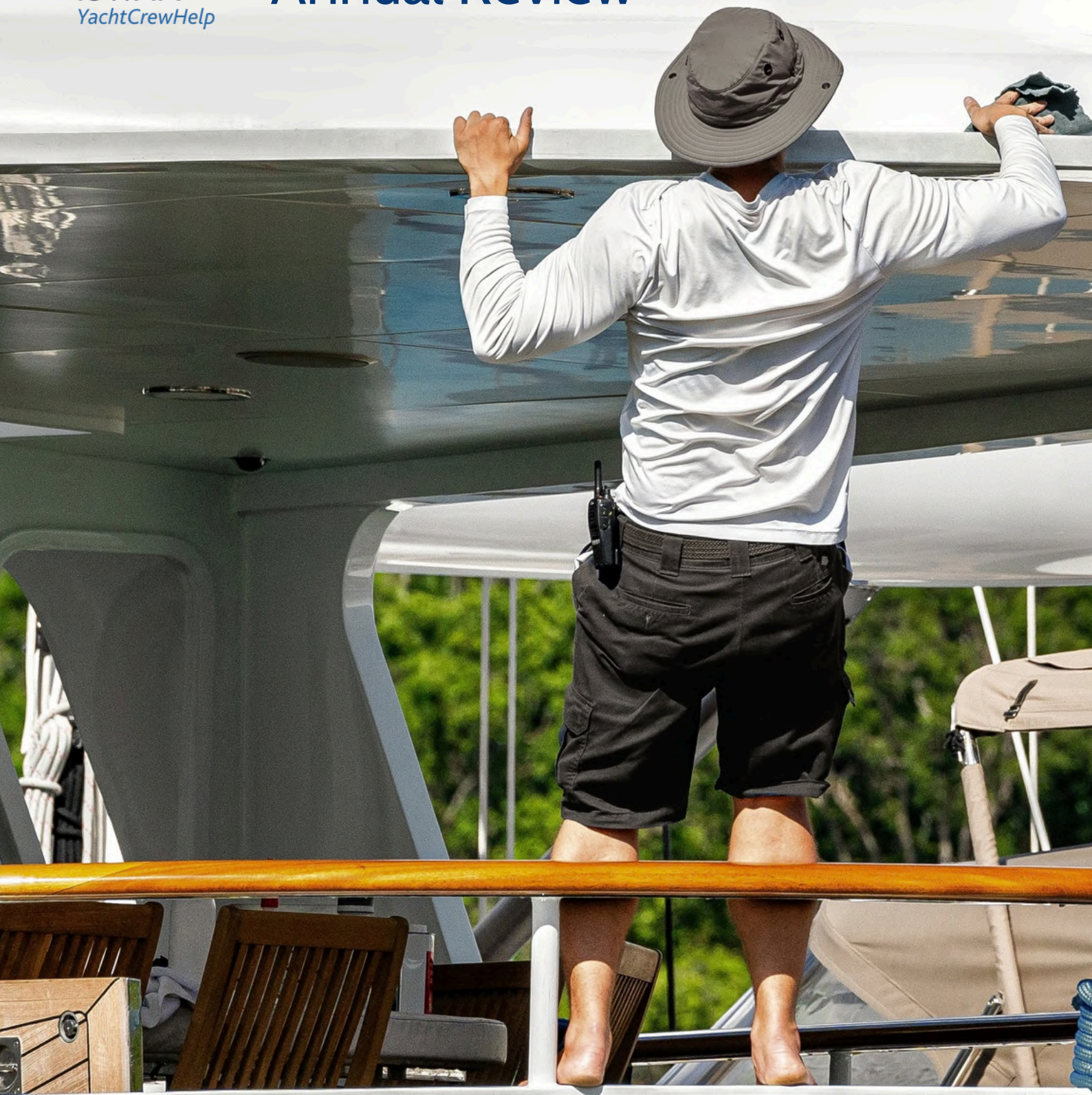




YachtCrewHelp 2025 Annual Review



YachtCrewHelp is operated by the
International Seafarers' Welfare
and Assistance Network (ISWAN)



This report is sponsored by
Bond Support Services



About ISWAN

The International Seafarers' Welfare and Assistance Network (ISWAN) is an international not-for-profit maritime organisation which works to ensure that seafarers and their families have the support and resources they need to respond to the challenges of life at sea, and to drive seafarer-centred change within the maritime sector.

ISWAN is there for all seafarers and their families around the world, whatever they are facing, providing free helpline services, educational resources, relief funds and humanitarian support. We also work to drive seafarer-centred change within the maritime sector for better health, safety and wellbeing amongst seafarers and their families, using data insights from our helplines to inform the development of new projects and services.

About YachtCrewHelp

YachtCrewHelp is a free, confidential, multilingual helpline operated by ISWAN for yacht crew and their families. The service is available 24 hours a day, 365 days a year. YachtCrewHelp provides emotional, wellbeing and practical support to seafarers and their families of any nationality.

About the Welfare of Yacht Crew Project

The Welfare of Yacht Crew is ISWAN's long-standing initiative to make use of insights from YachtCrewHelp in order to work with the yachting industry to build safer, healthier working cultures for all crew.



Foreword | ISWAN

The welfare needs of yacht crew have long been less visible and less well understood than those of other seafarers. In response to this gap, ISWAN launched YachtCrewHelp in 2020 to provide free, confidential support specifically tailored to yacht crew and their families around the world.

In 2025, more crew contacted YachtCrewHelp than ever before. They reached out about mental health pressures, contractual uncertainty, recruitment challenges and experiences of isolation or exclusion on board. The breadth of these conversations highlights both the complexity of yacht crew welfare and the importance of having a safe, trusted space to talk.

The year marked significant progress for ISWAN's Welfare of Yacht Crew Project, including the appointment of a dedicated Project Manager with direct industry experience, funded by The Seafarers' Charity. This strengthened collaboration with industry organisations and supported greater recognition of crew welfare as a shared responsibility across yachting. It also enabled us to expand Changing Tack, a working group project managed by ISWAN that brings together maritime sector professionals united in their goal to drive proactive, crew-centred change within the yachting industry's culture.

These developments come at a time when the wider maritime sector is navigating a period of heightened global uncertainty. The geopolitical climate in early 2026 has placed extraordinary pressure on many seafarers, and yachting is not immune to these external shocks. Against this backdrop, ensuring that crew can access timely, compassionate support – and that the industry continues to invest in proactive approaches to welfare – has never been more important.

YachtCrewHelp provides a vital safety net, but it is not a substitute for industry responsibility. Lasting change requires collective commitment to safer cultures, strong leadership and clear support pathways. We look forward to continuing this work with crew and partners across the sector.

Foreword | Bond Support Services

I am delighted to contribute this foreword to the YachtCrewHelp 2025 Annual Review, and to reaffirm my support for ISWAN's vital work. Having previously served as an ETO and AVIT engineer on yachts, I've witnessed firsthand the unique challenges yacht crew face—whether it's navigating diverse backgrounds, coping with demanding environments, or seeking clarity on contractual and wellbeing issues. The visibility ISWAN brings to these welfare needs is invaluable, especially as more crew reach out for help with mental health, job insecurity, and harmful onboard behaviours. Building safer cultures at sea and promoting psychological safety is essential for the wellbeing of every crew member. ISWAN's ongoing commitment to accessible guidance and support makes a real difference, and I'm proud to be able to continue backing their efforts. It's incredibly rewarding to see the positive impact YachtCrewHelp has for the community, and I look forward to seeing ISWAN's work grow in the coming years.



Will Faimatea

Director and Founder
Bond Support Services Ltd



YachtCrewHelp secures Helpline Partnerships Accreditation

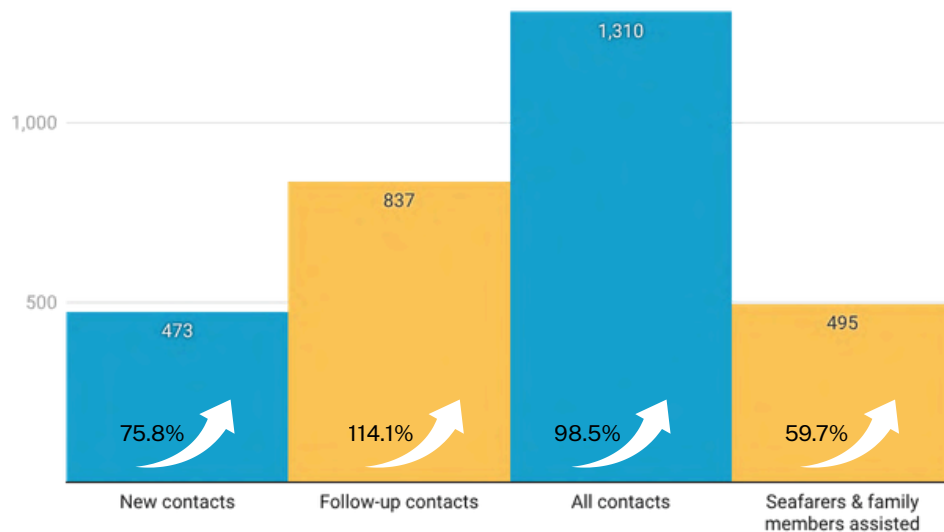
In 2025, YachtCrewHelp was accredited with the Helplines Standard by the Helplines Partnership in the UK. This standard acknowledges the quality service provision, consistency and reliability of support provided by YachtCrewHelp for all service users on the helpline. This certification recognises excellence and best practice in the helpline sector, and reflects the work we have done to build YachtCrewHelp into a go-to service for information and emotional support for yacht crew and their families.



2025 at a Glance

Helpline usage

Number of contacts and year-on-year % change



Nationality

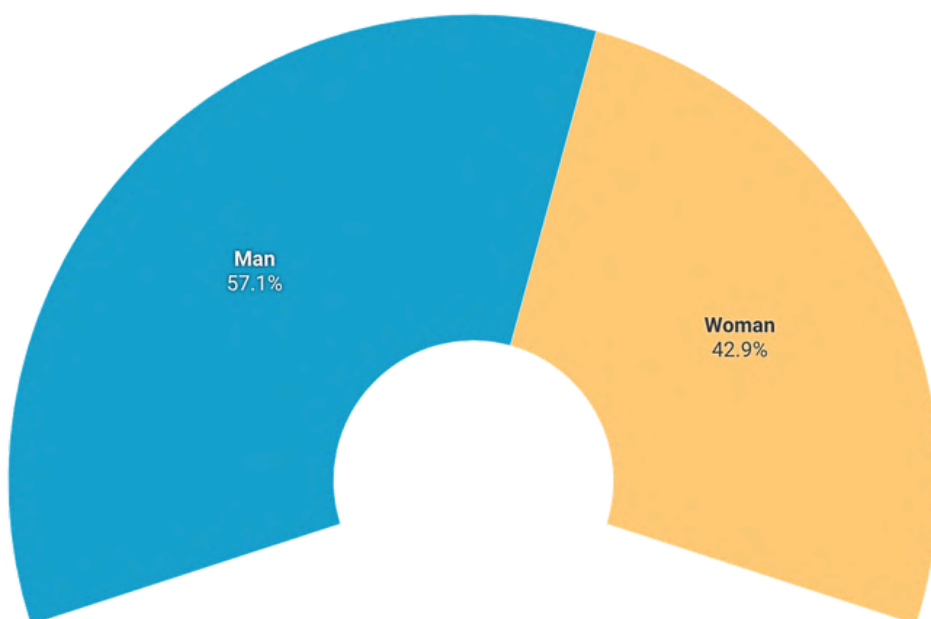
Increase in the total number of nationalities



Gender identity

% of cases (where gender identity is known)

- Total cases = 473 (including where gender identity was unknown or withheld)
- Gender identity was unknown or withheld in 11.2% (53) of cases



2025 at a Glance

Seafarer

95.4%

Family

1.8%

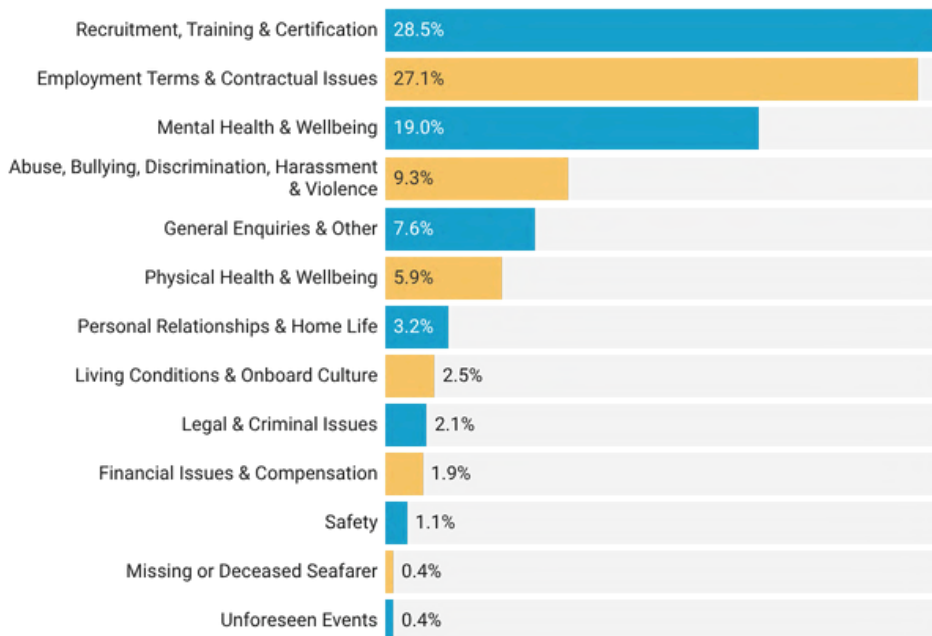
Other

2.8%

Identity of caller

% of cases (where identity is known)

- Total cases = 473 (including where identity of caller was unknown or withheld)
- Identity of caller was unknown or withheld in 3.2% (15) of cases



Top-level issues raised

% of contacts raising this issue (where issue is not unclear or unrelated to seafarers)

- Total cases = 473 (including where issue was unclear or contact was not seafarer-related)
- Issue was unclear in 11.4% (54) of total cases, and contacts unrelated to seafarers accounted for 3.2% (15) of total cases
- % column does not add up to 100% as some cases involve more than one issue



42.1%

% of cases with follow-up



25 mins

Median minutes

Call complexity

% of cases with follow-up and the median minutes



INSIGHT 1:

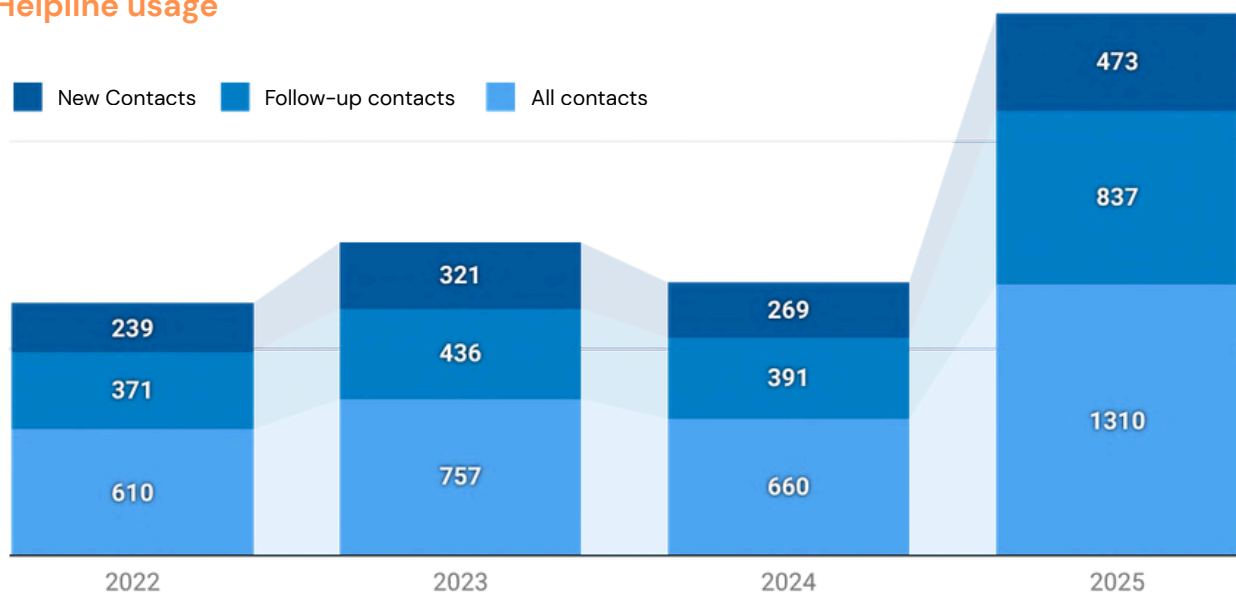
Making the welfare needs of yacht crew visible

Yacht crew welfare has long been under-recognised, especially in comparison with seafarers in merchant shipping. Rising engagement with YachtCrewHelp shows that working in yachting can place significant emotional and practical demands on crew, and that specialist, confidential support is essential. Data from YachtCrewHelp is now helping to build a clearer picture of the challenges crew face and the action needed to support them.

WHAT THE DATA SHOWS:

More crew members are reaching out for support

Helpline usage



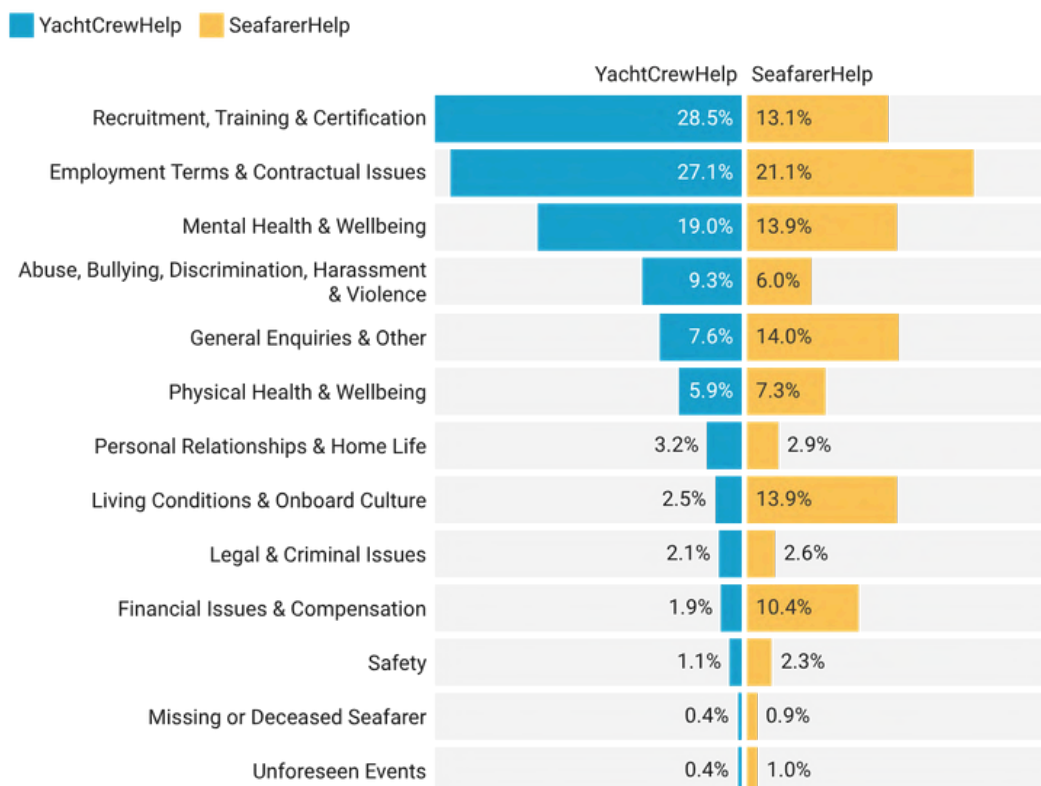
New contacts to YachtCrewHelp increased by 75.8% year on year. Rather than an increase in welfare concerns, this rise is likely to reflect greater awareness and trust in the service due, in large part, to the work of the new dedicated Welfare of Yacht Crew Project Manager.

Encouragingly, the past year has also seen a wider shift within the yachting industry, with greater recognition of crew welfare concerns and a strengthening commitment to preventative action



Yacht crew face distinct challenges

Top-level issue raised by helpline



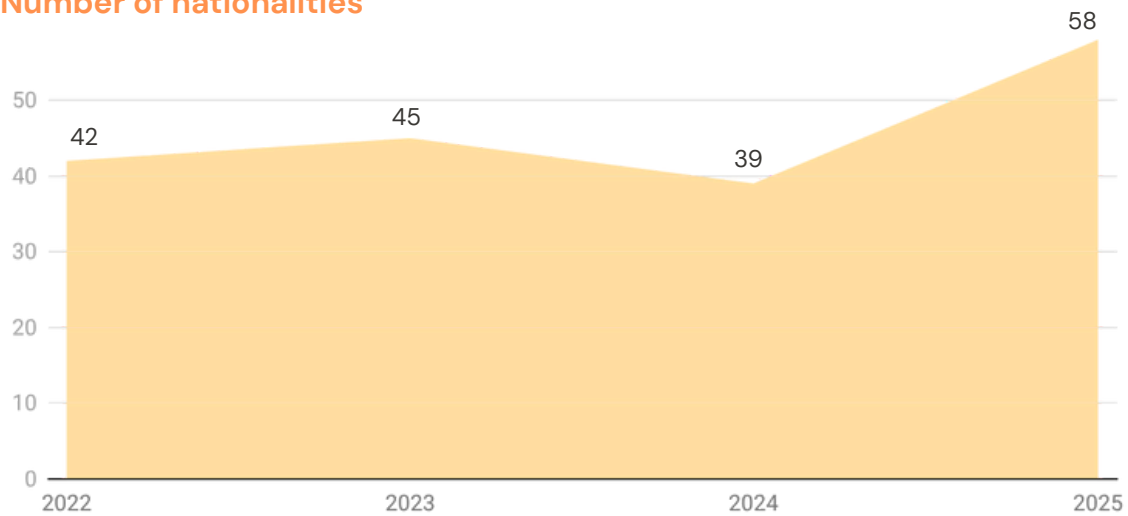
- Total cases = 473 (YachtCrewHelp) / 2,741 (SeafarerHelp)
- % column does not add up to 100% as some cases involve more than one issue
- Excludes contacts where the issue was unclear or unrelated to seafarers

Helpline patterns show clear differences between the yachting industry and merchant shipping. In 2025, crew contacting YachtCrewHelp were more likely to seek support for employment terms, contractual issues, recruitment and finding work than those contacting SeafarerHelp, and also more frequently raised concerns about abuse, bullying, harassment, discrimination and mental health challenges. Together, these trends highlight a close link between workplace conditions and wellbeing in yachting, shaped by structural factors such as less formal HR infrastructure, limited union representation and fewer regulated pathways into employment. This can leave crew without clear routes to advice, support or resolution when problems arise, and can also contribute to environments where harmful behaviour, uncertainty and emotional strain are harder to address.

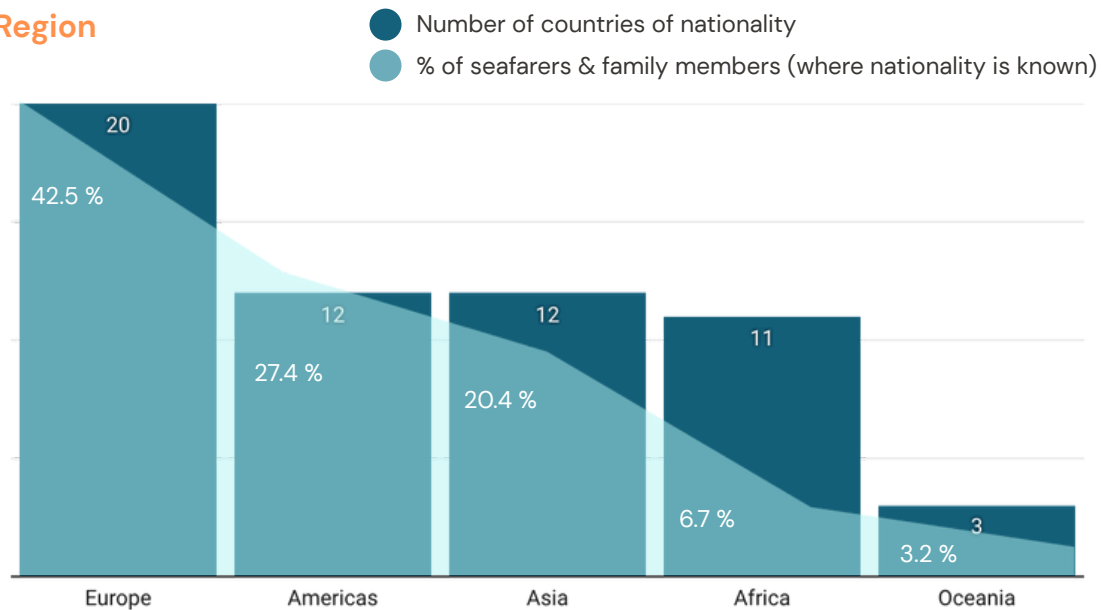


Yacht crews are diverse

Number of nationalities



Region

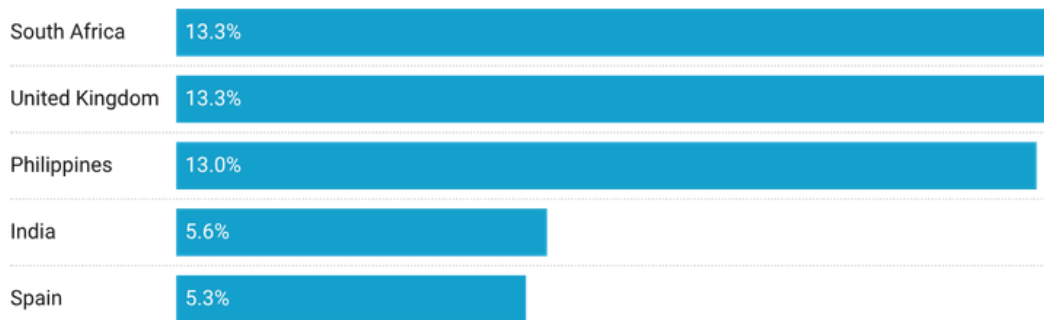


- Total individuals = 495 (including where nationality was unknown or withheld)
- Nationality was unknown or withheld for 42.4% (210) of seafarers & family members



Top 5 nationalities

● % of seafarers & family members (where nationality is known)



- Total individuals = 495 (including where nationality was unknown or withheld)
- Nationality was unknown or withheld for 42.4% (210) of seafarers & family members

The number of seafarers from Africa using YachtCrewHelp increased by 152.2% year-on-year

While industry-wide demographic data remains limited, helpline insights show that yacht crew are far more diverse than public portrayals often suggest. In 2025, crew from 58 nationalities contacted YachtCrewHelp, up from 39 in 2024, reflecting both the global nature of the workforce and the helpline's growing reach. Among those who contacted us, over a quarter were from Asia, particularly the Philippines and India, and we also heard from crew across Africa and Latin America. The gender profile of those contacting YachtCrewHelp was also notably more diverse than that of SeafarerHelp, with 43% identifying as women (where known), compared with 8% of SeafarerHelp users. This likely reflects the broader range of roles within the yachting industry, as well as differences in its history, culture and career pathways, which together contribute to a more gender-diverse workforce.



WHAT CREW ARE TELLING US

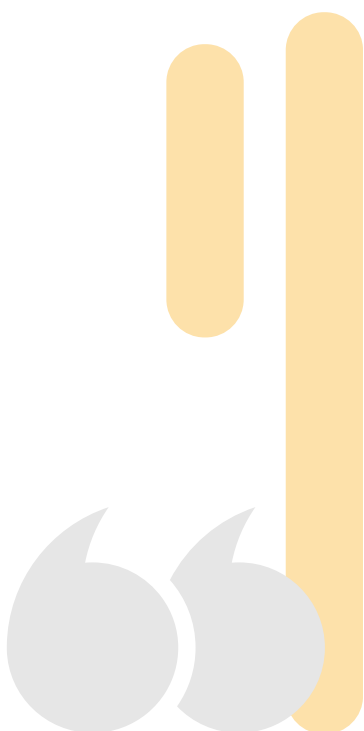
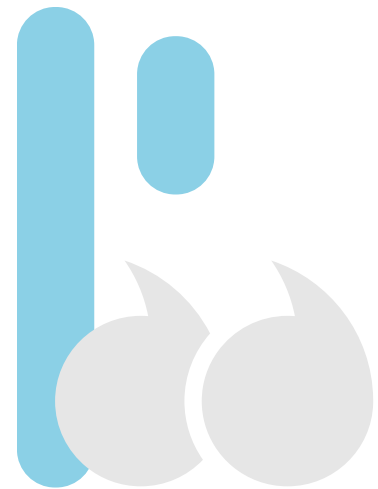


Growing awareness is opening doors to support

Crew appear increasingly willing to seek help for themselves or others when something feels wrong, coinciding with a gradual evolution in the wider yachting industry where conversations about safety, respect and welfare are gaining momentum.

Gaps in signposting and support leave crew feeling vulnerable

Many crew shared that the yachting industry often lacks the HR structures and legal safeguards that support wellbeing in other parts of the maritime sector. They described unclear contracts, uncertainty around the legitimate use of non-disclosure agreements (NDAs), inconsistent recruitment practices and limited HR support, making it difficult to understand rights or navigate workplace problems safely.



Diverse crews thrive when inclusion is actively built

Crew described working in mixed-nationality teams where differing expectations, communication styles and onboard hierarchies can make it hard to feel a sense of belonging or speak up safely. These dynamics were particularly challenging for those who did not fit dominant onboard norms, sometimes leaving individuals feeling isolated or unsure about raising concerns. These insights highlight the need to build more inclusive, psychologically safe yacht cultures that support wellbeing and enable crews to communicate effectively, work collaboratively and remain in the industry.

INSIGHTS INTO ACTION

Improving visibility of support for crew

In 2025, ISWAN delivered a six-week, industry-wide YachtCrewHelp awareness campaign, supported by more than 50 yachting organisations and prominent industry figures. The campaign focused on improving visibility of confidential help and encouraging leaders to actively promote welfare resources, and saw strong engagement across the industry, including significant participation in the Marathon 4 Mental Health (M4MH). Helpline data suggests that the awareness campaign had a marked impact on usage, with contacts rising by 53.6% during the quarter in which it was live, compared with the preceding quarter. The campaign will run again in 2026.

Working collaboratively to improve crew welfare

Throughout 2025, ISWAN continued to build partnerships across the yachting industry to support collective action on crew welfare. As Secretariat and project lead for the Changing Tack coalition, we supported a new partnership with the Superyacht Alliance and the establishment of focused working groups on priority welfare issues, with a key focus for 2026 on consolidating data and strengthening the evidence base. ISWAN also signed a memorandum of understanding with Lloyd's Register to centre crew wellbeing as a core safety issue, and represented crew welfare at major international yachting events to keep it firmly on the industry agenda.





INSIGHTS INTO ACTION

Adapting to the specific needs of yacht crew

While YachtCrewHelp and SeafarerHelp share a common model of support, yacht crew often face distinct challenges due to limited oversight, variable employment protections and inconsistent support pathways. When legal or organisational systems are unclear or unavailable, emotional support, safety planning and ongoing check-ins from our helpline team play a vital preventative role, helping crew cope with difficult situations and reducing the risk of escalating distress.

Reaching crew in all roles

In 2026, ISWAN will continue working to broaden access to YachtCrewHelp, particularly among crew in roles that are currently underrepresented among helpline users. While captains often contact the helpline on behalf of their crew, many do not seek support for themselves, and chefs also reach out less frequently despite the well-documented pressures of their work. These patterns highlight the need to engage senior, technical and specialist roles more effectively so that everyone onboard feels able and entitled to seek support.

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'I have learned so much about the complicated yachting industry from our in-house Welfare of Yacht Crew Project Manager. Their experience and reach in the industry has given us deeper insight on cases, and we have been fortunate to have information sessions on employment conditions, contractual concerns, and welfare matters. We are hungry for knowledge and always looking for ways to enrich our support to yacht crew!'

- Stephanie Watters, Clinical Supervisor

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INSIGHT 2:

Crew wellbeing is shaped by multiple pressures – mental health support is vital

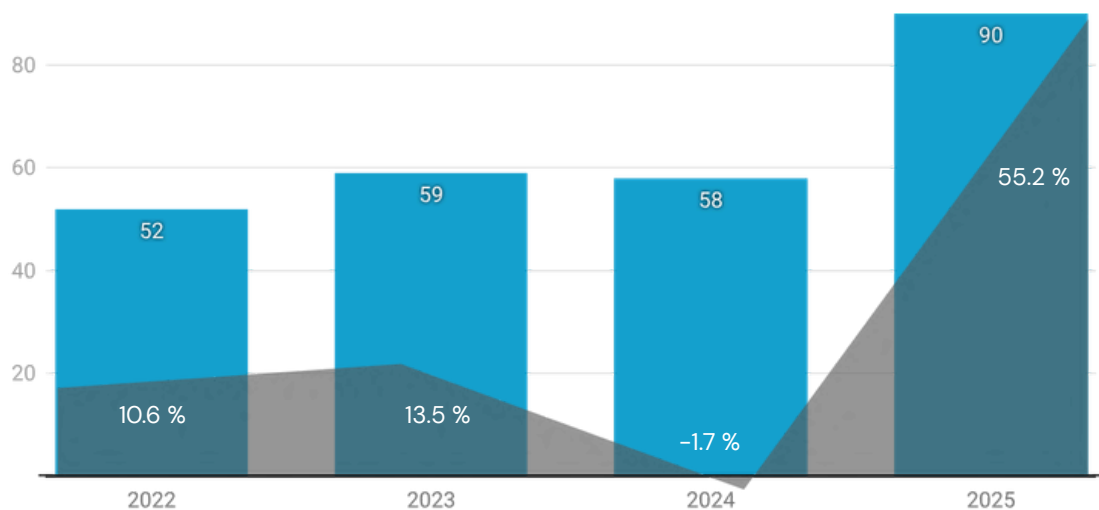
Yachting can be exciting and rewarding, offering unique opportunities and experiences. However, insights from YachtCrewHelp show that for many crew it can also be a very challenging environment in which to maintain good mental health.

WHAT THE DATA SHOWS:

More crew members are reaching out for support

Mental Health & Wellbeing

● Number of contacts ● Year-on-year % change



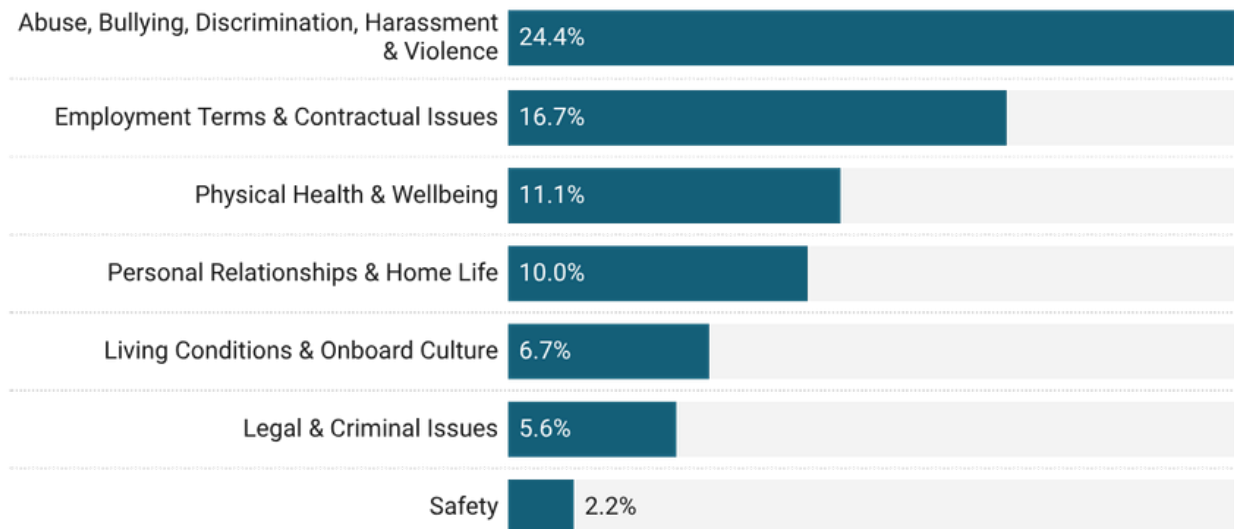
Over the past year, more crew reached out to YachtCrewHelp for support with mental health challenges, with contacts increasing by 55.2% year-on-year. The most commonly raised issues were worry or concern, reported by four in ten (41.1%) crew contacting the helpline in relation to mental health challenges. These issues often related to coping on board, interpersonal conflict, onboard culture, or career-related pressures causing distress. Workplace stress was a factor for just over a third (34.4%) of crew experiencing mental health difficulties, whilst 25.5% reported low mood, including difficulties with sadness, frustration, persistent tiredness or low energy.



Our helpline officers also supported crew who were experiencing complex challenges including substance use, self-image and eating difficulties and acute distress, including suicidal ideation.

Mental health challenges are complex and multilayered

Issue co-occurring with 'Mental Health & Wellbeing'



Crew rarely raised mental health challenges in isolation. Almost a quarter (24.4%) of those who contacted YachtCrewHelp about their mental wellbeing also spoke about the impact of abuse, bullying, harassment, discrimination or violence (ABHDV) on their sense of safety and emotional stability. Others described how difficulties with their employment terms and conditions placed significant strain on their mental health. Physical health issues and pressures within personal or family life were also commonly part of the wider picture.



WHAT CREW ARE TELLING US



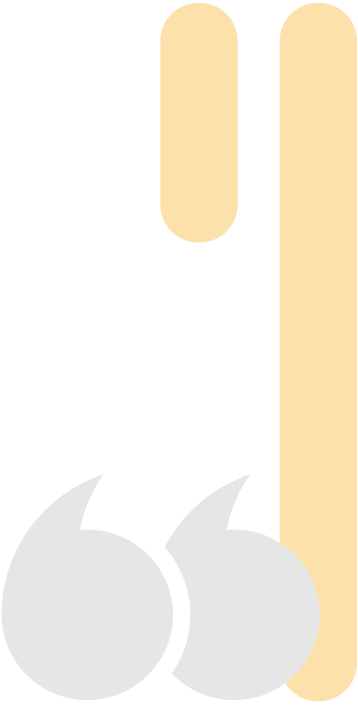
Yachting can be a mentally demanding environment

Crew described a wide range of mental health challenges linked to the pressures of life and work on yachts. Many spoke about persistent worry, anxiety or low mood driven by long working hours, limited rest and the constant pressure to perform in high-expectation, guest-facing roles. Others described feeling isolated within tightly structured onboard cultures, especially where privacy and personal downtime is limited, and strain on relationships at home during extended periods at sea. A number of crew also raised concerns about relying on alcohol or recreational drugs to cope, while others sought support for self-image or eating difficulties, sometimes intensified by very appearance-conscious environments.

Experiences of abuse take a major toll

Many crew shared that experiences of abuse, bullying, harassment, discrimination or violence (ABHDV) had a direct and significant impact on their mental health. Crew described persistent anxiety, low mood, sleep difficulties and feeling emotionally overwhelmed, with some struggling to concentrate or feeling constantly on edge in the confined environment of a yacht. These insights show that ABHDV can place a heavy and lasting emotional burden on crew, increasing levels of distress and the need for mental health support.





Wellbeing is shaped by overlapping pressures

Helpline conversations show that emotional wellbeing for yacht crew is rarely affected by one issue alone. Instead, crew described the cumulative impact of overlapping pressures, including workload, social dynamics, personal circumstances, prolonged separation from support networks and the unique realities of living and working at sea. These experiences do not reflect a lack of resilience, but rather the gradual effect of sustained high-pressure conditions without sufficient time, space or support to recover, which can gradually wear down even the most capable and experienced crew.



INSIGHTS INTO ACTION

Tailoring our mental health support to crew

Crew contacting YachtCrewHelp in 2025 shared a wide range of mental health concerns and our helpline team provided immediate emotional support, including risk assessment and safety planning for those experiencing thoughts of suicide or harm. This can be a critical lifeline for crew working long contracts with limited opportunities to step away from challenging environments. Recognising that some crew benefit from longer-term, preventative support, we introduced our Specialised Support Team, whose members have advanced mental health training and can offer continued sessions and a sustained relationship of care. This approach supported crew to build coping strategies and manage challenges such as anxiety, grief and family pressures during extended periods away from home.

Strengthening social connection on board

Findings from Phase Three of ISWAN's Social Interaction Matters (SIM) Project highlighted the importance of social connection in supporting morale, resilience and cohesion on board yachts, while identifying barriers such as long hours, fatigue and blurred boundaries between work and rest. The research also revealed disparities across rank and gender identity, with women reporting higher exhaustion and some officers experiencing lower engagement, reflecting onboard cultural and structural dynamics. In response, ISWAN will launch new, inclusive guidance in 2026 to support crew acting as Social Ambassadors, promoting healthier interaction, protected rest time and safer, more cohesive onboard cultures.





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Being on the helpline means being a lifeline for crew and their families. It's about understanding the unique pressures and demands of life at sea and being prepared to offer support for a wide range of issues. It's a responsibility I take seriously, and it's an honour to be a trusted point of contact where people feel safe to share their concerns and seek assistance.

-Helpline Officer

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INSIGHT 3:

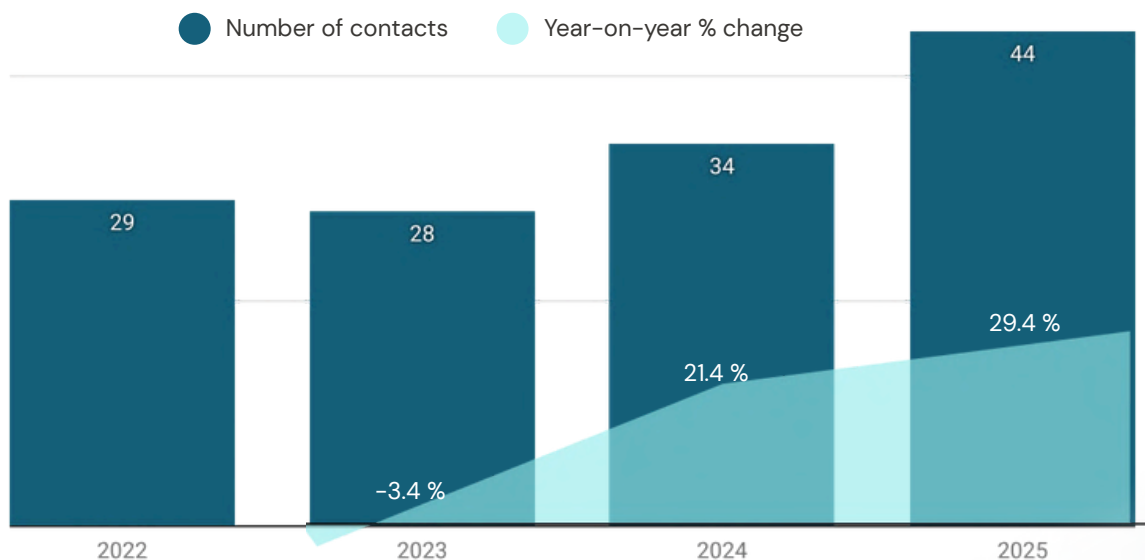
The need to build safer cultures at sea

Abuse, bullying, harassment, discrimination and violence (ABHDV) in yachting continue to affect crew wellbeing, even as awareness grows. Meaningful progress will depend on sustained, collective action across the industry.

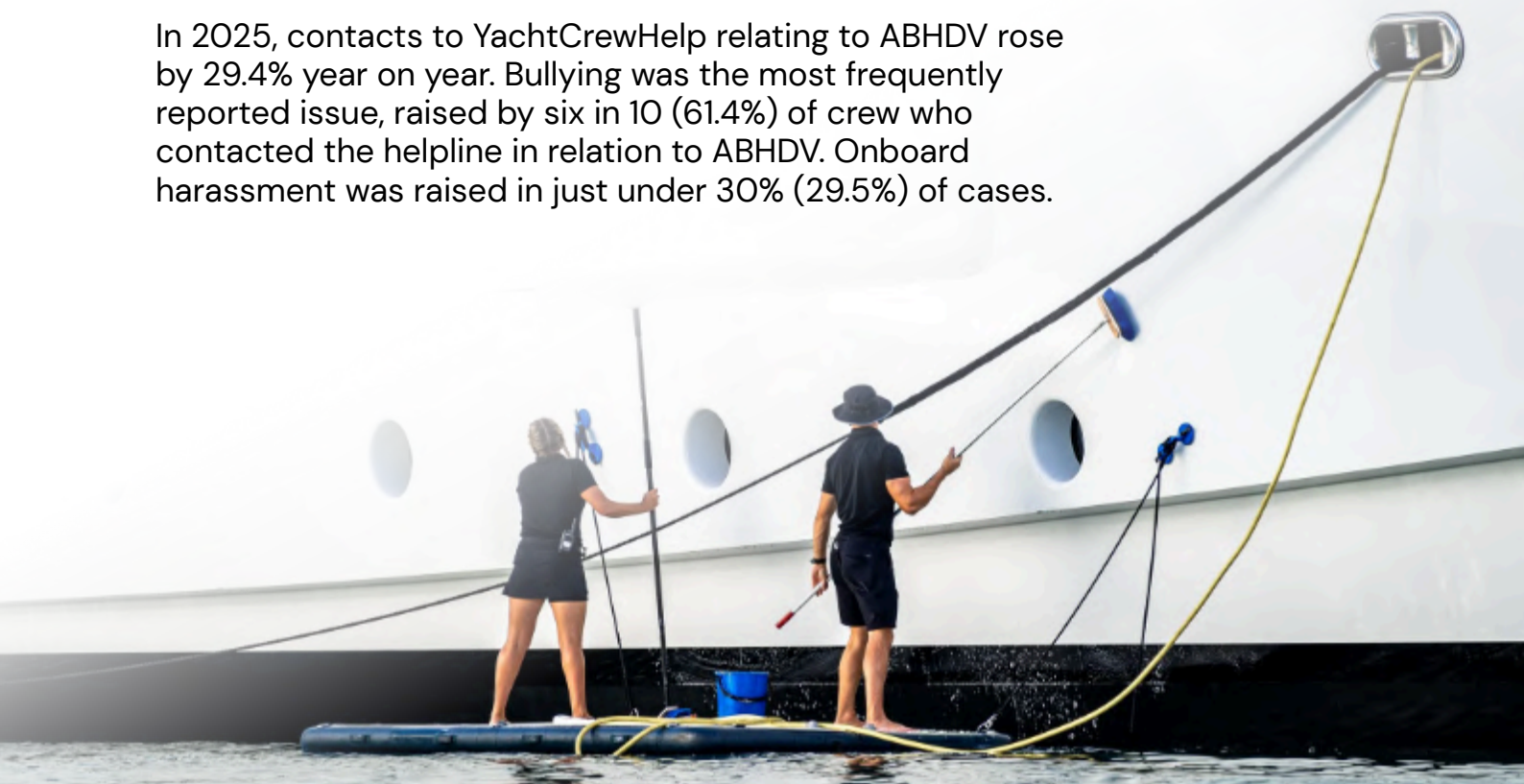
WHAT THE DATA SHOWS:

Growing numbers of crew are seeking support to cope with harmful onboard behaviour

Abuse, bullying, harassment, discrimination & violence (ABHDV) cases

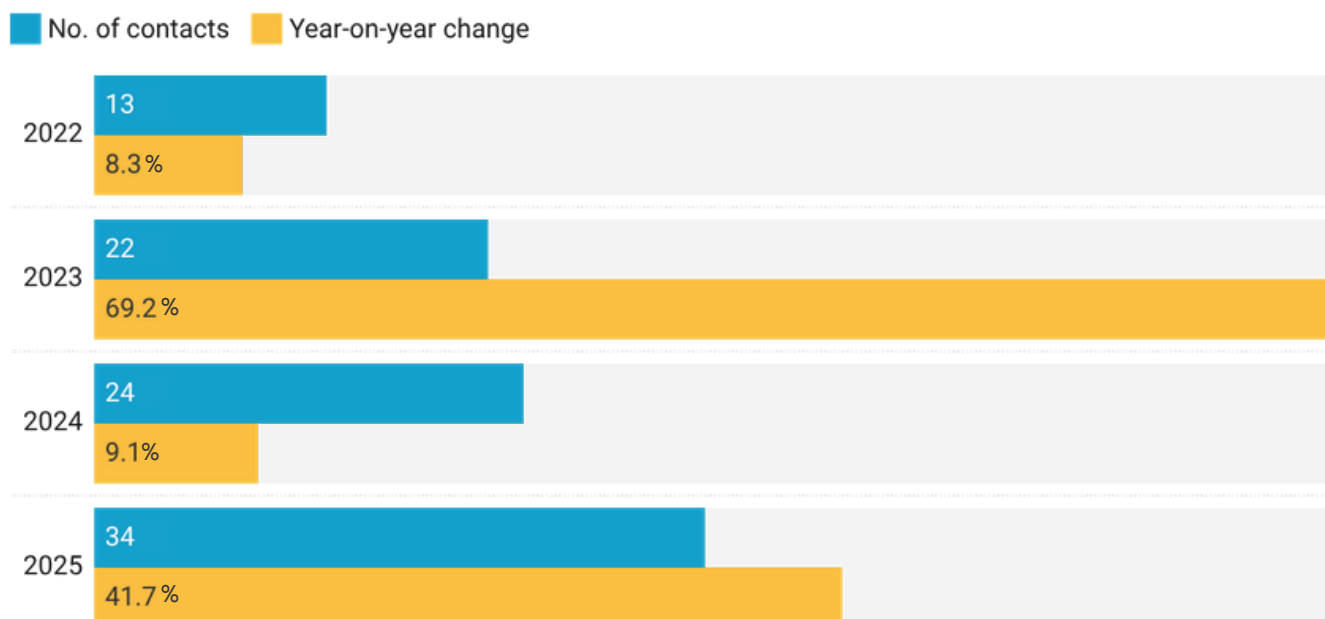


In 2025, contacts to YachtCrewHelp relating to ABHDV rose by 29.4% year on year. Bullying was the most frequently reported issue, raised by six in 10 (61.4%) of crew who contacted the helpline in relation to ABHDV. Onboard harassment was raised in just under 30% (29.5%) of cases.



Women are much more likely to seek support for an experience of abuse

ABHDV cases raised by women

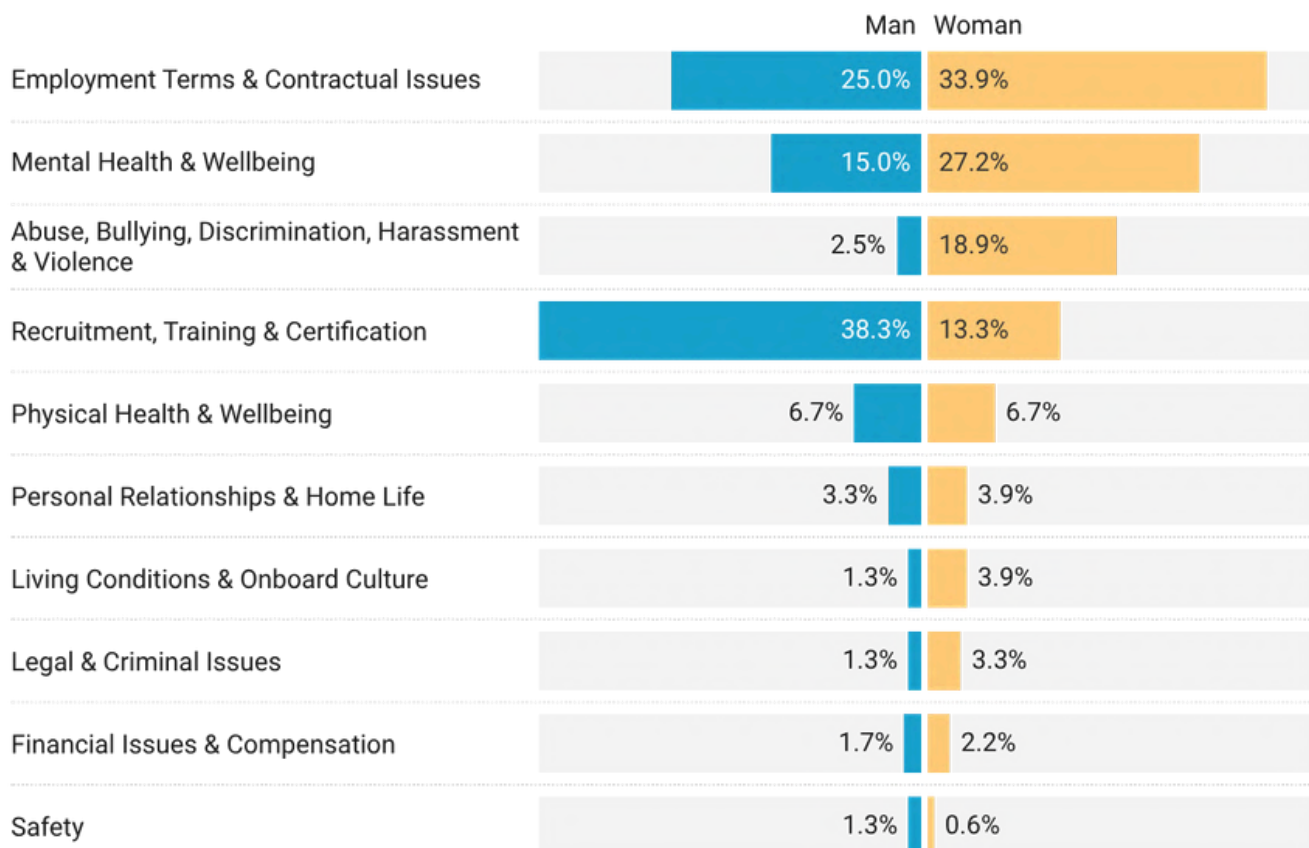


In 2025, there was a 41.7% year-on-year rise in ABHDV-related contacts from women. In almost one in three (29.4%) of these cases, the experience had involved sexual assault or sexual harassment, highlighting the seriousness and scale of the challenges that many women face at sea.



The issues reported by men and women are distinct

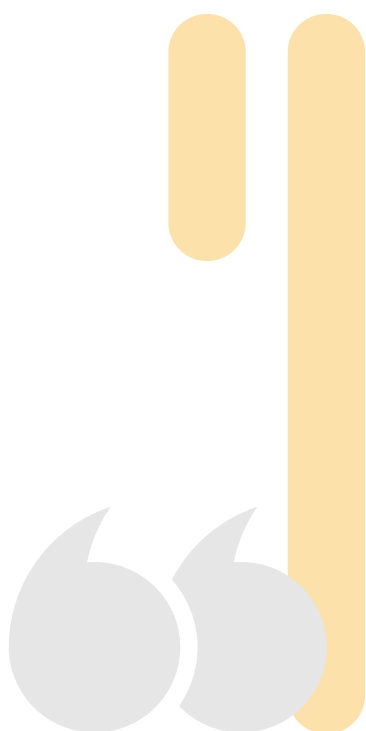
Top-level issue raised by gender identity



Patterns in helpline use suggest that women may encounter additional stressors and safety risks that are not always visible within onboard culture. Women were much more likely to raise an experience of abuse, bullying, discrimination, harassment or violence (19%, as opposed to 3% of men), or seek support for mental health concerns (27% vs 15%). In contrast, men were more likely to contact YachtCrewHelp in relation to recruitment, training and employment pathways (38% vs 13% of women).



WHAT CREW ARE TELLING US



Psychological safety is essential

Crew described a range of harmful experiences, from breakdowns in communication and boundaries to deeply distressing cases involving sexual violence. Experiences of ABHDV were often shaped by onboard working culture, including long hours, high expectations, blurred boundaries and hierarchies that made speaking up feel unsafe, particularly where senior officers, owners or guests were involved. Many crew worried about career consequences and felt unsure where to turn, and around half of those raising ABHDV also described significant impacts on their mental health, highlighting the profound emotional toll of these experiences at sea.

Women continue to face distinctive challenges

Many women described heightened pressures and risks within the yachting environment, including experiences of harmful or unsafe behaviour that affected their sense of safety, confidence and wellbeing. Some women were survivors of sexual violence at work, highlighting the importance of access to confidential, appropriate, trauma-informed support at the helpline level or through referrals to specialised support. Women also described pressures linked to guest-facing roles, where blurred boundaries and complex power dynamics heighten vulnerability and contribute to stress, fatigue or low mood under expectations of flawless service. These patterns reflect social and structural factors such as power hierarchies, role distribution and gender norms in yachting, rather than differences in individual resilience.



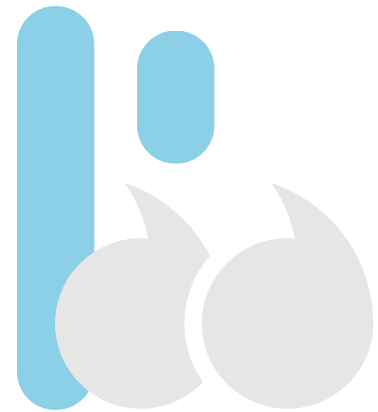


Men may face greater stigma to speaking out

Although fewer men raised experiences of ABHDV or mental health concerns, this does not mean that men are unaffected. Many may face stigma, worries about how they will be perceived or concerns about the impact on their career, particularly in close-knit or hierarchical environments. Proactively addressing these concerns and providing confidential, non-judgemental pathways to support remains essential so that all crew feel able to reach out when they need to.

Safe, inclusive leadership makes a difference

In our conversations with crew over the past year, we saw clear examples of how leadership can make a meaningful difference to crew wellbeing. In several cases, captains contacted us directly to seek support and guidance in relation to affected crew members. Their involvement played an important role in helping individuals feel supported and better able to cope.



INSIGHTS INTO ACTION

Safer cultures build stronger crews

Rising contacts relating to ABHDV do not necessarily mean more incidents are occurring; rather, growing awareness of crew welfare and increased visibility of services like YachtCrewHelp may be enabling more crew to seek support earlier. As conversations about safety, respect and wellbeing become more established across the industry, an opportunity emerges to address the structural and cultural dynamics that place some people, particularly women, at greater risk. Through the Welfare of Yacht Crew Project, ISWAN is working with industry partners to strengthen psychological safety, improve pathways for raising concerns and embed inclusive leadership practices that support safer environments and better crew retention.

Supporting each other at sea: *'Safe at sea...it takes all of us!'*

Launched in 2024, ISWAN's 'Safe at sea...it takes all of us!' campaign promotes everyday allyship, encouraging crew to take small, intentional actions that support colleagues, challenge harmful behaviour and foster inclusive onboard cultures. Insights from the campaign's first phase, alongside helpline contacts relating to ABHDV, highlighted the need for more practical and culturally sensitive guidance. In response, ISWAN will launch a new phase in 2026 featuring co-designed, culturally informed resources grounded in lived experience to help crews notice concerns early, listen with care and take supportive action when something doesn't feel right.



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Working on the helpline means being a vital support system for seafarers and their families. It is about providing a safe space where they can share their concerns, seek guidance and receive assistance with challenges they face at sea or ashore.

- Katazina, Helpline Officer

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INSIGHT 4:

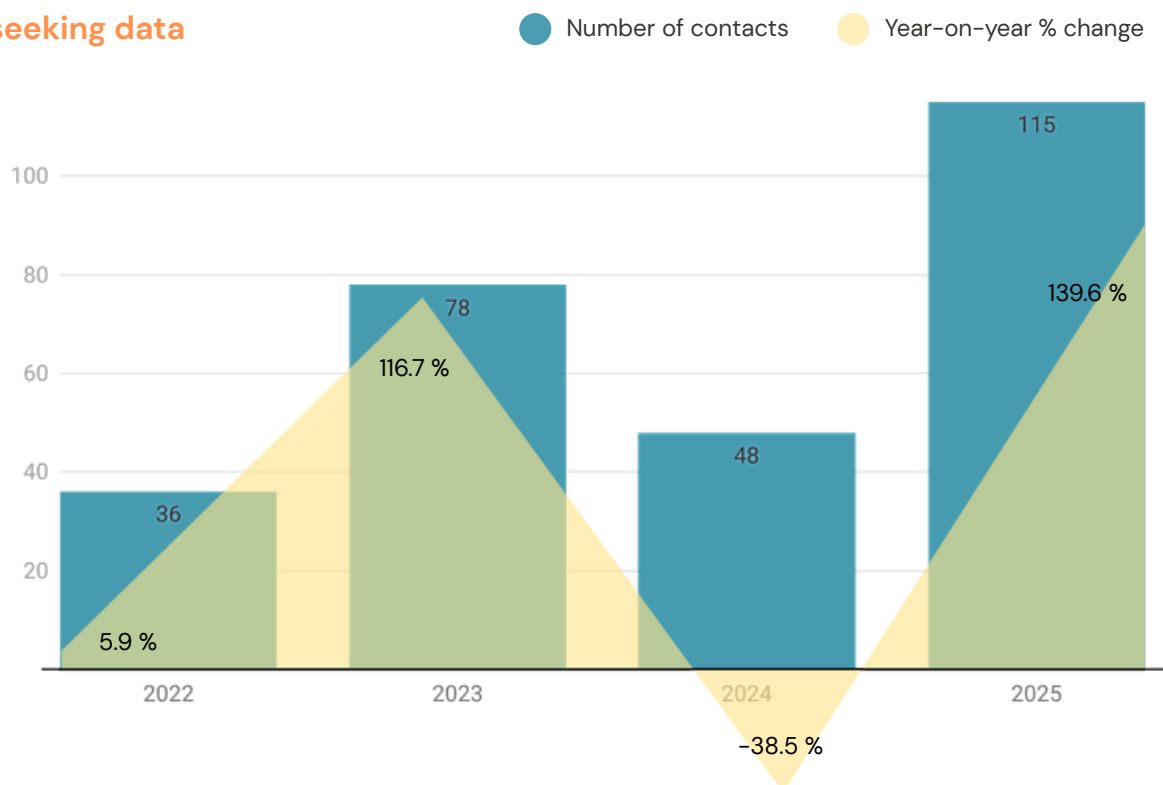
Contractual challenges and job insecurity

Since its launch in 2020, YachtCrewHelp has consistently heard from crew seeking support with finding work safely, unclear contracts and insecure employment, highlighting the need for safer pathways into employment, better guidance and improved structural support across the yachting industry.

WHAT THE DATA SHOWS:

Safe job-seeking is a key welfare challenge

Job seeking data

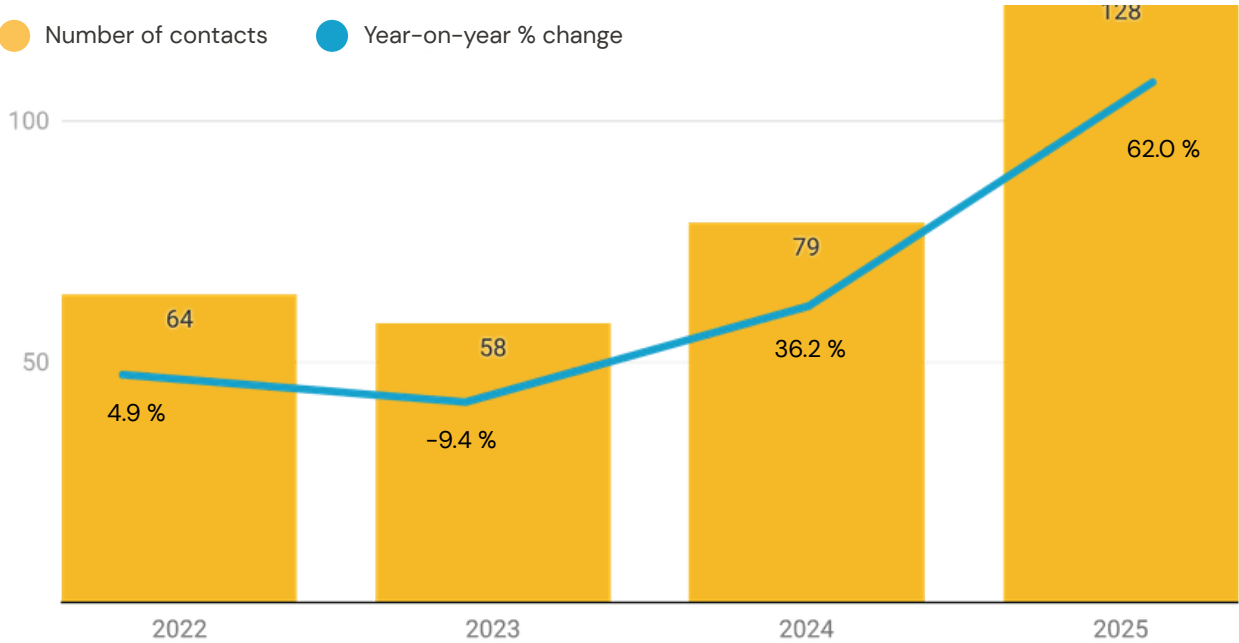


Contacts relating to finding work in the yachting industry surged by 140% year-on-year in 2025.

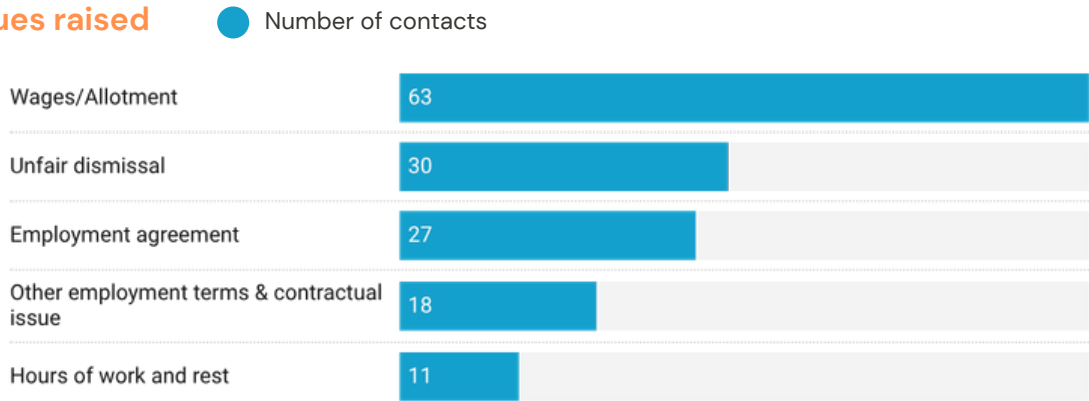


Many crew are struggling with contractual issues

Employment Terms and Contractual Issues



Top Issues raised



In 2025, contacts to YachtCrewHelp relating to employment terms and contractual issues rose sharply, with almost half of crew raising problems with wages such as delays, shortfalls or unclear arrangements, and others reaching out about unfair dismissal or uncertainties surrounding their employment agreements.



Many yacht crew need greater clarity about their rights

YachtCrewHelp is available to provide a listening ear and emotional support to crew, whatever they are facing. We cannot, however, offer legal guidance and, in cases where this is needed, we signpost crew to more specialist support. Helpline data suggests that yacht crew are more likely to need additional specialist support than those working in merchant shipping, most likely reflecting less developed HR structures and lower union coverage. In 2025, 18% of YachtCrewHelp cases involved referral or signposting to external services, compared with 7% of SeafarerHelp cases. In the yachting context, this included organisations such as the Professional Yachting Association (PYA) and Nautilus International. Almost 60% (59.0%) of these referrals related to difficulties with employment terms or conditions, highlighting the need for clearer employment and legal support pathways for yacht crew.

WHAT CREW ARE TELLING US



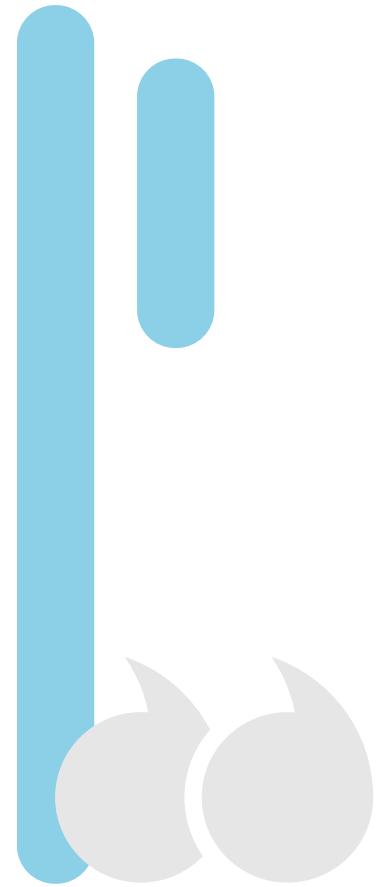
Many crew are struggling to find work safely

Crew consistently described the yachting job market as confusing and, at times, potentially unsafe, particularly for 'green crew' entering the industry for the first time. Many sought support with how to dockwalk safely, identify legitimate opportunities, negotiate contracts and vet recruiters, while others reached out after experiencing scams, misleading job offers or the emotional strain of repeated rejection. These conversations highlight a recruitment landscape that can feel unregulated and opaque, leaving crew without clear signposting, consistent guidance or reliable protections.



Contractual issues, unclear rights and job insecurity are affecting crew wellbeing

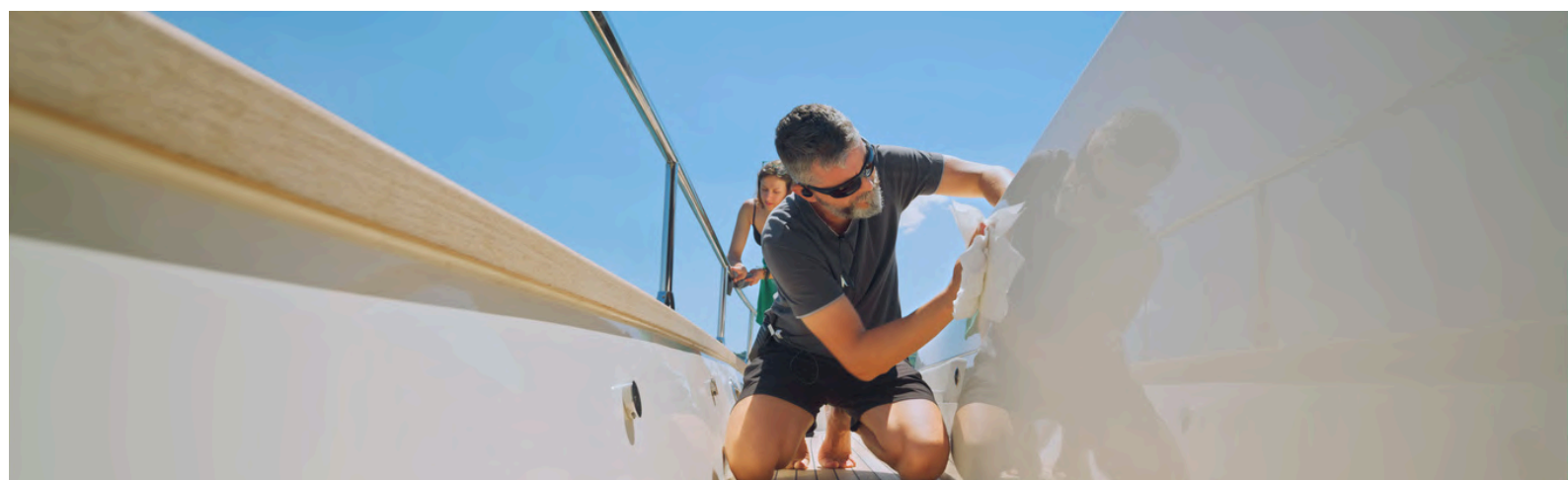
Alongside challenges entering the industry, many crew described ongoing difficulties in employment, including inconsistent contractual standards, unclear rights and a lack of HR support. Several crew raised concerns about unpaid wages, unfair dismissal and job insecurity, all of which affected both financial stability and mental wellbeing, while others were uncertain whether non-disclosure agreements prevented them from speaking out about serious issues. Stress linked to the significant influence of senior crew and management over career prospects was a recurring theme. These experiences highlight how contractual insecurity and unclear protections can leave crew feeling vulnerable and unsupported, reinforcing the need for clearer standards, safer employment pathways and stronger preventative structures across the sector.



INSIGHTS INTO ACTION

Supporting safe job-seeking

In 2026, ISWAN will expand its *Personal safety precautions for job-seeking yacht crew* resource in response to growing demand for support in navigating the job market. Building on guidance first published in 2023, the project will strengthen resources for safe job-seeking, contract awareness and identifying risks, alongside developing complementary guidance for industry leaders. By combining practical tools for crew with targeted industry engagement, the initiative aims to strengthen professional standards, reduce vulnerability to exploitation and help ensure crew can navigate recruitment safely and confidently.





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For me, being on a helpline means being empathetic, patient, and non-judgmental while navigating sensitive conversations. It's also about being resourceful and ensuring that the person on the other end of the line gets the help they deserve, even if that means pointing them to professionals or services that are better equipped to assist them. I take great joy in being able to make a positive difference in someone's life through being a helpline officer.

- Helpline Officer

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Looking Ahead

Supporting yacht crew through uncertain times

The start of 2026 has brought increased uncertainty across the maritime sector, with global instability affecting not only commercial shipping but also the yachting community. Disruption to safe navigation, extended time at sea and uncertainty around travel and repatriation are contributing to rising anxiety and emotional strain for crew and their families. In this evolving environment, ensuring yacht crew have reliable access to clear information and effective emotional support is more important than ever.

Advocating for yacht crew at the IMO

ISWAN's consultative status at the International Maritime Organization (IMO), granted in December 2025, provides a stronger platform to represent the welfare needs of all seafarers, including yacht crew. This role allows us to work alongside industry partners to ensure the specific realities of life in yachting are better reflected in global

Working together to strengthen welfare in yachting

Building on progress in 2025, continued collaboration across the yachting industry will be key to strengthening crew welfare. We encourage everyone to help amplify awareness of YachtCrewHelp and the confidential support it offers, particularly among crew from underrepresented regions and demographics. We also invite industry partners to help open up more direct pathways to crew voices to enable deeper involvement in focus groups, co-production of welfare materials, and better-informed, evidence-based solutions. With industry support, we can advance priority initiatives emerging from the Changing Tack focus groups, strengthen practical resources and ensure welfare efforts are grounded in the real experiences of yacht crew.

Become an ISWAN member

ISWAN's work – including operating YachtCrewHelp – is only possible through partnership. By becoming a member, organisations can both access a range of benefits and actively contribute to improving safety, wellbeing and support for yacht crew and their families. Learn more about ISWAN membership on our website at www.iswan.org.uk/membership.





4th Floor
Silverstream House
45 Fitzroy Street
Fitzrovia
London
W1T 6EB

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Number 3171109



@iswan_org



facebook.com/iswan.org



International Seafarers' Welfare &
Assistance Network (ISWAN)

Tel: +44 (0)300 012 4279
Email: iswan@iswan.org.uk

www.iswan.org.uk