

CASE STUDY 2

# SeafarerHelp Provides Listening Ear to Lonely Seafarer

## My Mind Matters

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An Indian seafarer who was lonely after recently signing off a ship contacted the helpline using the Live Chat tool on the website.

The seafarer told the helpline officer on the chat session that his girlfriend had left him after a two-year relationship and this was complicated by financial difficulties. The seafarer was unemployed for a long time while he tried to find a job in the maritime industry, but even though he eventually found a job, it did not save his relationship. After he returned from sea, his girlfriend left him and he was left having to repay a loan they had taken out.

During the chat session, the helpline officer listened to the seafarer's worries and encouraged him to focus on his own needs and wellbeing. From being desperate and hopeless the seafarer started to sound more positive as the conversation progressed. He said that he was trying his best to keep calm, and planned to renew his certificate of competency in order to have a fresh start.

The seafarer thanked the helpline for being a listening ear, writing: 'Thanks for being there and listening to me. I really appreciate it... these were the things stuffed in my heart which I couldn't share with anyone'.

Source: International Seafarer's Welfare and Assistance Network (ISWAN)

