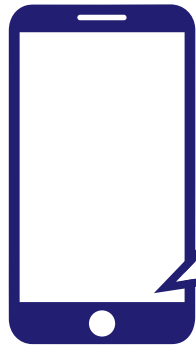
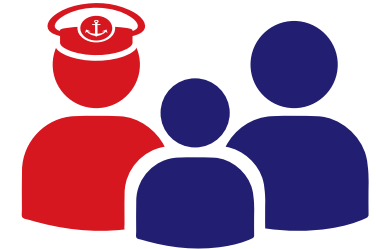


ISWAN Insights: Spotlight on Q4 2023

1st October – 31st December 2023



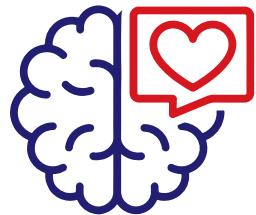
1,213 new calls and messages to ISWAN's helplines
(i.e. the first contact in a new case)
▼ **12%** compared to last quarter



3,232

seafarers and family members assisted by ISWAN

Key trend



▲ **44%** cases relating to mental health challenges
Highest quarterly total (**128 contacts**) since ISWAN's current helpline reporting system was established in 2019

Contacts relating to mental health in 2023:



Trends by helpline



▲ **46%**
contacts relating to mental health since last quarter



▲ **58%**
contacts relating to mental health since last quarter