

# EVALUATION REPORT

OCTOBER 2024

Auckland International Seafarers Centre

## Net Promotor Score



The Net Promotor Score is a measure of how likely a seafarer is to refer our service to other crew.

Our score is slightly down on September, however 85 is considered World Class—so we're still pretty happy!

The score is also a good indicator about crew perceptions of trustworthiness, which helps explain their willingness to reach out for support or to raise MLC concerns.

## Service Satisfaction



We asked seafarers who had used our service to rate our performance out of five stars. The NPS may have dipped marginally but overall satisfaction remains strong.

# 4.8

Well done to everyone who helps maintain this high rating.

## In their own words

*"It helps us connect with our loved ones. It also gives us time to unwind after a long period of time staying on-board ship without shore leave."*

*"Free internet and transportation are very helpful"*

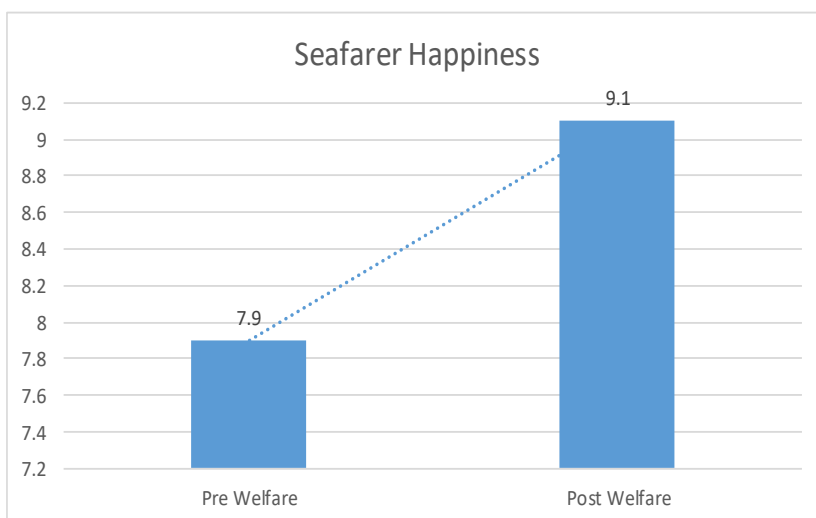
*"Very helpful to chill out at seaman's club"*

*"Helped us in moral support and also always taking care of us"*

*"Just support like this its more than enough at least somebody is caring for seafarers"*

## It makes them happy!

Crew were asked to rate their happiness before and after receiving support.



## \* Data and Feedback from ongoing online survey\*

Maritime Welfare Ltd delivers services at the AISC with grant funds from Maritime NZ and local partners.