

PORT WATCH AUCKLAND

NOVEMBER

A monthly newsletter from the Auckland International Seafarers Centre

By The Numbers



Our team completed 78 ship visits in November, connecting with over 200 crew onboard their vessel.

Not many issues were raised this month, so we hope this means crew are being well treated.

393 visitors to the Centre made for another busy time providing Wi-Fi, hospitality and local shopping advice.

Our Evaluation survey continues to encourage the team, with our services being rated 4.8 stars for the third month in a row!

Homesickness on Board a Ship



Recently, one of our team visited a container ship and engaged in a conversation with an officer who had been assigned to the vessel at short notice. This officer, from a different nationality than the senior officers, was feeling the strain of cultural differences and missed his home and his pregnant wife. He shared how the free WiFi provided by the Ports of Auckland allowed him to have a long, meaningful call with his family, making him feel connected and supported despite being far from home. "It helped me get my smile back!" he proclaimed.

After contacting our colleague Tim in Wellington, he was able to keep the smiles coming when he brought the seafarer a special gift for his unborn child—a great example of working together to support special cases.

Up Close and Personal



The Cook onboard a vessel asked one of our team to come to the Galley for a private conversation. He confided that the Master has informed him that the company intended to sell their vessel and that they would be signing off at the end of the voyage after handing over the ship to the new owners. None of the crew had been informed about this development and were concerned that the company would not honour their contracts and place them on a new ship.

"I told everyone that we should tell the Seafarers Centre, because if anything goes wrong—I know they will help us"

"We are so glad that we are seafarer that there is a nation New Zealand, USA, Australia and Germany know how to care for us. As we are so lonely onboard far from our love one's."

Evaluation Survey Response

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