

EVALUATION REPORT

DECEMBER 2024

Auckland International Seafarers Centre

Net Promotor Score



We are very proud of maintaining a Net Promotor Score of over 85 throughout 2024..

Crew are happy to recommend our services to friends and colleagues visiting the Ports of Auckland.

Service Satisfaction

4.8 ★

We continue to be pleased that crew rate our services so highly.

In their own words

“Seafarers are welcomed at the Centre what makes them feel better. Warm atmosphere makes crew feeling like being at home”

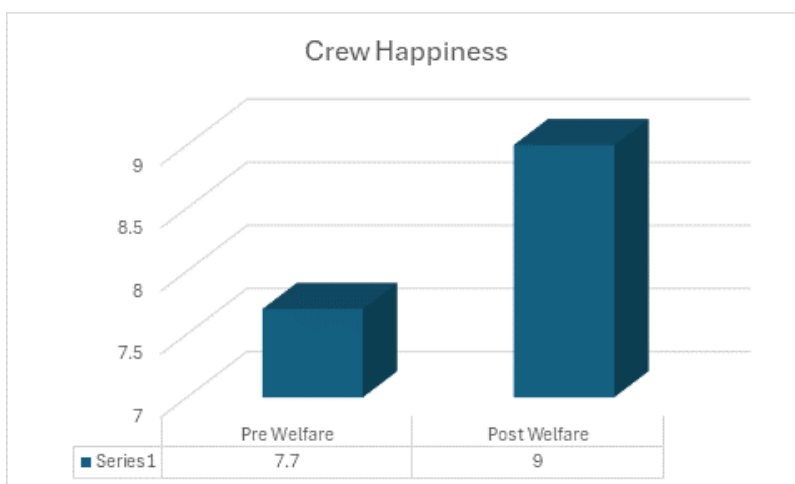
“Being welcome and local information that we receive. “

“Your team at Auckland and other ports is doing very good job. Generally seafarers appreciate your kindness “

“Breeze of refreshment for onboard crew. Feeling connected and respected is always special.”

It makes them happy!

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



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