

# EVALUATION REPORT

JANUARY 2025

Auckland International Seafarers Centre

## Net Promotor Score



Our Net Promotor score was 86 for two months in a row— a real win for the staff and volunteers.

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

## Biggest Challenges at Sea—Survey responses

Daily routine, lack of pleasant experiences, distance from family and friends.

Paper works with the company, charterers, agents' forms... too many papers - makes deck officers pay less attention to the navigation and engineers pay less attention to the maintenance / repair etc...

Commercial Pressure, we have to keep the ship ready such as cargo holds during short voyages and in some cases, under extreme weather conditions.

## In their own words

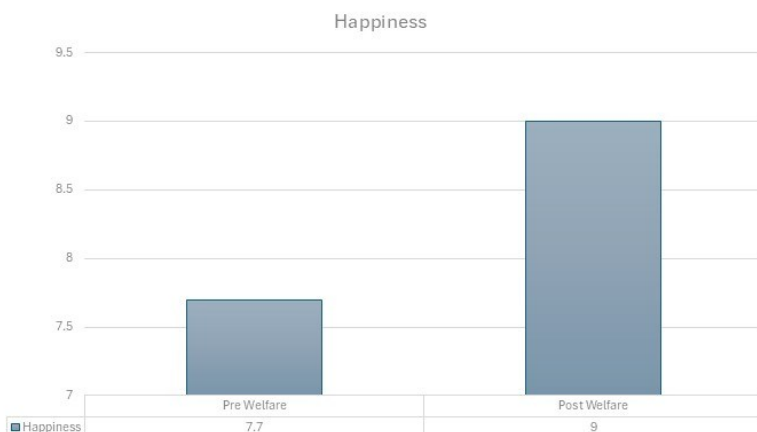
“Staying in Auckland was the most wonderful experience in my sea career - thank you very much”

“You are good enough hence no improvement needed!”

“Very grateful for the centre. A top tier. The ambiance is relaxing.”

## It makes them happy!

Crew happiness rose from 7.7 to 9.0 after receiving welfare support.



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