

# EVALUATION REPORT

FEBRUARY 2025

Auckland International Seafarers Centre

## Net Promotor Score

84

NPS SCORE

Our Net Promotor score of 84 is considered World Class!

Recommending us to friends is one of the biggest wins for our team.

## Wi-Fi Access Onboard

Our partnership with port companies in Auckland, Picton and Bluff ensures that whenever a ship is alongside, they are supplied a portable Wi-Fi router. This allows crew to have valuable video calling with friends and family before they sail.

In our Evaluation survey, only 30% of respondents had access to Wi-Fi onboard that allowed video calling (usually either a connectivity or data access issue). 20% said they had enough Wi-Fi onboard to do everything they needed. However 13% reported no Wi-Fi access!

## In the Captain's words

"A lot of thanks to Auckland Seafarer's Centre and the people of New Zealand for their nation people with sense of humanity. Serving to some seafarer's with many nationality without tire. Above all God knows all about what you are doing, Again thanks for your kindness and sense of humanity of the entire world."

Capt. Rolando J. Aribal Master of MV Dream Angel

## It makes them happy!

Crew happiness rose from 7.6 to 9.0 after receiving welfare support.



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