

EVALUATION REPORT

MARCH 2025

Auckland International Seafarers Centre

A Nearly Perfect Score



rating **4.7/5**

Seafarers have rated welfare services 4.7 stars!

We are working hard to maintain this score. Thanks to all our staff and volunteers who provide such great care of the crew.

Wi-Fi Most important

Seafarers rank access to Wi-Fi as the most important welfare service. In all our ports we provide a portable router to every ship, in partnership with the local Port company. Our local Centres take that service up a notch by providing ultra fast Wi-Fi access to allow crew to enjoy video calling with friends and family.

Access to personal shopping and transportation remain in the top five welfare needs, although we receive relatively few requests for these services.

We are surprised to see Spiritual Support ranked 4th above FOREX and SIM cards!

In their words

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

“The Wi-Fi was fast and the map that u provided us about Auckland was useful”

“Very helpful to chill out at seaman's club”

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.