

# EVALUATION REPORT

Auckland International Seafarers Centre



## What are the main reasons you visit the Seafarers Centre?

60% of respondents say they just need some time away from the ship, and over half are keen to use the Centre Wi-Fi to speak with loved ones.

(Many ships still provide only minimal Wi-Fi provision, and the Port router uses the cellular network and is notoriously slow compared to the Centre connection).

Nearly half of those who answered the survey were grateful for local shopping and sightseeing advice. With only a few hours for shore leave, it is essential to have local information to make the most of the opportunity.



## In their own words....



“Was visited by the team member and explained about the town and facilities”

“Great feeling to share our emotion to ease some problem”

“Its been really great to visit sea mission club coz its provide a lot to us and also the main thing is Wi-Fi with which we can talk to family”

## How do they rate their Welfare Service experience?

The crew rate our services 4.7 stars, and a Net Promotor Score of 82.

After receiving support they reported their happiness as 8.9 out of ten!

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