

EVALUATION REPORT



Auckland International Seafarers Centre

Our Compass Points to Success: Navigating by Seafarer Feedback



“The Seafarers Centre is more than just a port facility—it’s a sanctuary. After long voyages in isolation, stepping through its doors and finding familiar faces, hot coffee, free Wi-Fi, and a quiet space to reflect or play a game is a lifeline. It reminds me I’m not invisible, and that someone cares. It’s truly essential to our wellbeing.”

What are the biggest challenges for you at sea?



“The biggest challenges at sea are isolation from loved ones, unpredictable weather, long working hours, and constant risk from rough seas and accidents.”

“LIFE AT SEA IS UNPREDICTABLE AND AIN'T EASY, THAT IS WHY SHIP'S INTERNET IS VERY IMPORTANT TO US IN ORDER TO COMMUNICATE WITH OUR LOVE ONES. “

“Pressure from office and port officials ...”

How has receiving support from our team made life at sea better for you?



“To buy internet sim to communicate to my family, Wi-fi, and billiard game while stay in seafarers mission, transportation”

“By using your wi-fi I'm able to call may family “

“Very good and easy access to free internet connection to talk to family at home”

“A place where we can unwind and rest at peace”

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