

# Media release

## Hunter resident's rate Airport number one

Tuesday 29 October 2019

Residents of the Hunter, Central Coast and Northern NSW are the big winners as Newcastle Airport has cemented its position as one of Australia's leading Airports, ranking first across 10 categories in the Australia and New Zealand Airport Service Quality Survey (ASQ) for the quarter ending June 2019.

ASQ is the world's leading airport customer service and benchmarking program, monitoring thousands of passenger opinions at departure gates around the world. Conducted year-round, the survey is based on a standard questionnaire that covers 31 key service items.

Speaking today about the results, Newcastle Airport CEO Dr Peter Cock thanked passengers for rating the service at Newcastle Airport as amongst the best in Australia:

"We're passionate about providing the best experience for all who travel through our Airport, and we thank our passengers for recognising the efforts of the entire Newcastle Airport family in striving to deliver this.

"Outstanding customer service is every team member's responsibility, and it's important to recognise the wide-ranging contributions of the many people and businesses within our Airport team who positively impact passengers each day. This includes those who greet passengers when they arrive, the check-in staff, security screeners, retail staff and airline teams working on the ground. It really is a team effort.

"Our purpose is to *be the airport the region deserves*, which to us means ensuring the people of the Hunter, Central Coast and Northern NSW Regions have access to quality air travel at their doorstep. The support of our community inspires us to deliver an even higher level across a range of categories, including access, security, wayfinding, facilities and environment.

"We're passionate about driving outcomes for the benefit of the whole Hunter Region and Northern NSW, and with more passengers than ever choosing to fly via Newcastle Airport, we will continue delivering quality service to connect our region both nationally and internationally," Dr Cock said.

**Ends.**

### Further information

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#### Notes for the Editor:

Newcastle Airport <https://www.newcastleairport.com.au/>

Newcastle Airport Facebook Page: <https://www.facebook.com/ntlairport/>

Newcastle Airport Twitter Feed: <https://twitter.com/NTLairport>

Newcastle Airport Master Plan: [www.newcastleairport.com.au/corporate/about/masterplan](http://www.newcastleairport.com.au/corporate/about/masterplan)

Astra Aerolab <https://astraerolab.com.au/>

#### About Newcastle Airport

- > Recipient of the President's Award at the 2019 Hunter Business Awards, with CEO Dr Peter Cock also awarded 'Business Leader of the Year'.
- > Named 'Major Airport of the Year' at the 2018 Australian Airports Association Industry Awards.
- > Newcastle Airport is the second international gateway into New South Wales and the second busiest airport in the state.
- > Serviced by Jetstar, Virgin Australia, QantasLink, Regional Express, and FlyPelican to eight direct domestic destinations and onward to more than 65 worldwide destinations.
- > Newcastle Airport is the gateway to Australia's largest regional economy, with more than \$43 billion annual output and 48,500 businesses.
- > Newcastle Airport contributes more than \$1.16 billion to the state's economy each year, including \$300 million direct to the visitor economy which supports over 5,700 full-time employees across tourism and the Airport cluster.
- > Newcastle Airport Pty Ltd is jointly owned by City of Newcastle and Port Stephens Council and is governed by an independent, skills-based Board of Directors.
- > FY18/19 passenger results saw Newcastle Airport break its all-time FY record with 1,277,473 travellers passing through the terminal.
- > In December 2018, Newcastle Airport welcomed its 18 millionth passenger through the terminal since 1995.
- > On 22 March 2018, Newcastle Airport released its 60-year Master Plan, which includes a 20-year blueprint for growth, projections and business development of the Airport.