



**Newcastle™
Airport**

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Media release

Airport Ambassadors celebrate 10th anniversary during National Volunteer Week

Tuesday, 22 May 2018

Known for their warm smiles and distinctive teal blazers, Newcastle Airport Ambassadors this week celebrate 10 years of giving back to the local community.

Launched during National Volunteer Week in May 2008, in partnership with the Hunter Volunteer Centre (HVC), the Newcastle Airport Ambassador program started with three enthusiastic volunteers welcoming passengers and championing local tourism.

Since then, the Ambassadors have collectively donated over **50,000 hours** to meet-and-greet and give advice to over **11.8 million visitors** at Newcastle Airport.

“This week, during National Volunteer Week, we recognise and thank our Ambassadors, past and present, for their invaluable service and commitment to supporting their community and visitors over the past decade,” said Newcastle Airport CEO, Dr Peter Cock.

Developed to enhance the customer service experience at the Airport, the award-winning program today has 13 Ambassadors who share two volunteer shifts a day.

“We could not ask for a more dedicated and experienced group of people to represent Newcastle Airport and the Greater Hunter Region. They are the first point of contact for our visitors, and bring smiles and good humour to our terminal every day of the week. Their local knowledge and enthusiasm enhances our region’s reputation as a friendly and welcoming destination and is vital in ensuring a positive first and last impression for visitors,” Peter added.

One of four Ambassadors celebrating 10 years’ service to program this week, Laraine Howes said her passion to help people and promote the local area was behind her drive to join the Newcastle Airport Ambassador program.

“I love making a difference to people’s experience at the Airport; an enjoyable one will ensure people keep coming back to our amazing region,” added Laraine.

To commemorate the Ambassador Program 10th Anniversary, Newcastle Airport will host a special celebratory function on Wednesday 23 May at Customs House Newcastle.

Ends.

[Media contact](#)

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Notes for the Editor:

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

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

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Newcastle Airport Master Plan: <https://www.newcastleairport.com.au/corporate/about/masterplan>

About Newcastle Airport

- > Newcastle Airport is New South Wales' second busiest airport.
- > Serviced by Jetstar, Virgin Australia, QantasLink, Regional Express, and FlyPelican to eight direct destinations and onward to more than 65 world-wide destinations with just one stop.
- > In 2017, Newcastle Airport had a record number of passengers pass through the terminal - 1,276,463 passengers.
- > The record throughput is a result of 25-month consecutive year-on-year monthly passenger growth recorded up until December 2017.
- > A record-breaking 4,823 passengers travelled through Newcastle Airport on Thursday 24 November (the day before Newcastle Supercars). The same weekend (Thurs-Mon), saw more than 21,000 through the Airport.
- > In February 2018, Newcastle Airport welcomed its 17 millionth passenger through the terminal since 1995. 2018 will see the 18 millionth passenger.
- > Newcastle Airport is the gateway to Australia's largest regional economy, with more than \$43 billion annual output and 48,500 businesses.
- > A significant economic driver, Newcastle Airport contributes more than \$1.1 billion to the state's economy each year. Of this, \$300 million is direct to the visitor economy, supporting 3,300 jobs.
- > Newcastle Airport is internationally ready, the international arrivals and departures fit-out completed in August 2017.
- > In its 70th anniversary year, Newcastle Airport continues to work with its airline partners to increase the number of flights to our current destinations, to add direct flights to even more destinations, and to work tirelessly to secure an international destination.
- > The more people that choose to fly from Newcastle Airport will provide evidence to the airlines that the demand truly exists and that our region deserves more.
- > 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.
- > On the same day, a new direct jet service commenced to Adelaide operated by FlyPelican. Adelaide represents the first new major city route since the introduction of Gold Coast in 2004.
- > 30 minutes north of Newcastle, Newcastle Airport is located adjacent to RAAF Base Williamtown on land leased from Department of Defence.
- > Newcastle Airport Pty Ltd is jointly owned by Newcastle City Council and Port Stephens Council and is governed by an independent, skills-based Board of Directors.