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MINISTER FOR FINANCE
MINISTER FOR INFRASTRUCTURE
MINISTER FOR REGULATORY REFORM
MINISTER FOR PORTS AND WATERWAYS

M E D I A R E L E A S E

Report card out on Port Kembla

February 27, 2009

The Port Kembla Port Corporation will hold a Port Industry Forum in March to discuss the 2008 Customer Survey results, Ports and Waterways Minister Joe Tripodi said.

“The Port Industry Forum on March 27 and will bring together port users and stakeholders” Mr Tripodi said.

“Overall, the findings of the customer survey were positive - respondents gave an overall satisfaction score of 3.6 out of 5 for the PKPC.

“This is a great result. We are working towards improving that score.

“The survey showed pricing, rail, road and quarantine as issues our customers identified as relevant to the growth of the port.

”We will be looking at ways in which we can work with our customers for future growth and development.

“We are listening to our customers and stakeholders. Issues identified in the customer survey will be addressed at the forum.”

IRIS Research was commissioned to conduct the Customer Satisfaction Survey during October and November 2008.

Mr Tripodi said the aim of the survey was to gain valuable feedback from customers, key stakeholders and users of the port. The Port Corporation will use the feedback constructively.

“Surveys such as this are vital in gaining feedback on the Corporation’s planning and performance, customer expectations and perceptions on the management of the port. Mr Tripodi said.

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