

CANBERRA AIRPORT DOMESTIC DEPARTURES SENSORY STORY

FOR TRAVELLERS WITH A HIDDEN DISABILITY



This guide will help on what to expect and how to prepare for your domestic flight from Canberra Airport.

You are going to be travelling on a plane from Canberra Airport. Airports need to be very safe and there are rules you will need to follow. Listen to staff carefully and follow the rules.

If you are feeling overwhelmed or have specific requirements, please don't hesitate to approach a Canberra Airport team member for help.

My flight journey details

.....
My destination:

.....
My flight date: (Day) (Month) (Year)

.....
My flight number:

.....
Which airline will I fly with:

.....
I will fly back on: (Day) (Month) (Year)



Before I leave home

When you fly inside Australia this is called “Domestic Travel”.

You can take things with you on your flight.

Carry-on baggage is small. This bag will contain things I need in the airport and on the plane. I should put my ID (driver’s licence), tickets, my medical devices, medication and anything I need to help me feel calm in this bag (e.g headphones, stim tools, books). This bag will be stored on the plane inside the overhead lockers above where I will sit on the plane.

Check-in baggage is large. This bag will have things I will need for my trip when I get off the plane. I will check with my airline for rules on baggage size. This bag will be stored on the plane in the cargo hold.



Arriving at the airport

Airports can be very busy. It is best to arrive at the airport at least one hour before my flight, to allow time to go through the airport.

When I arrive at Canberra Airport, I will be on Level 2 domestic departures. There might be a lot of people at the airport, such as passengers, airline staff, security staff and airport staff.

Sometimes, I might hear beeping sounds at the airport. These beeps are signals for airport staff to take actions. I don't need to worry about them.

If I find the noise uncomfortable, I will use headphones or earplugs to help. If there's ever an emergency, the staff will provide clear instructions on what to do.

When I enter the airport, I will check the main digital screen for information on my flight.

Then I will go to the airline area where I can check in.

When facing security screening area, the Qantas and Jetstar check-in desks are to my right and others to my left. I will look for the name of the airline I am flying with. When facing security screening area, the Qantas and Jetstar check-in desks are to my right and others to my left. I will look for the name of the airline I am flying with.



Check-in with the airline

I will go to the airline's counter and join the queue to check in.

I will give the airline staff my ID, then put the bigger bags onto the belt. The staff will move my bags onto the plane for me.

The airline staff will then print the boarding pass for me. I will put my boarding pass together with my passport. I will show this pass to the staff when I get on the plane.



Security check

Anyone traveling by plane must go through security checks to make sure everyone stays safe.

Before I leave the check-in desk, I will confirm I have my ID, my boarding pass and my carry-on bag with me.

Then I will go to the security screening area and join the queue.



Step 1 of 3

All my belongings, like carry-on bags and personal items, will go through a screening machine, including items I may have in my pockets.

The security officer will advise of any extra items I need to place on the trays provided.

The security officer will check for anything that's not allowed on a plane.

If I have a hidden disability lanyard on, that can stay on.

If I need any additional time, help, or support, I can speak to a security officer.



Security check

Step 2 of 3

Once I have placed my belongings in a tray, and I will walk through the scanner by myself. After I have been scanned, I will collect my belongings.

Sometimes when I walk through the scanner, it might beep or an area is highlighted. This is ok and normal. Listen to the security officer, they will tell you what to do. You may have to go through the security screening process again.

I may be chosen for extra security checks. The security officer may need to check that I don't have anything hidden. They will need to touch me to do this. This is safe and normal. Sometimes security may also use a hand-held wand to also gently scan my body.

It's important to remember that I'm not in trouble. I just need to listen carefully and follow their instructions.

If I need any additional time, help, or support, I can speak to the security officer.



Step 3 of 3

My belongings may require additional screening. The security officer may need to open my bag and do additional screening measures. This is ok and normal.

I will then collect all my belongings from the tray.

I will once again check if I have my ID, boarding pass, and carry-on bag with me.



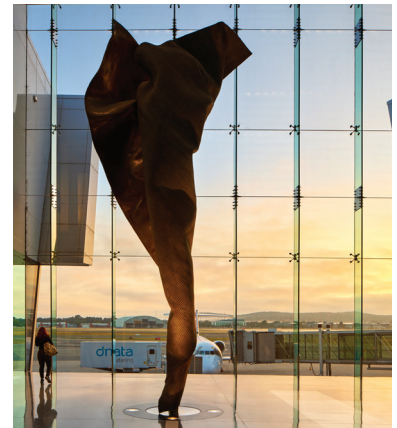
Departures atrium

I am now at the departures atrium.

While I am waiting for my flight, I will hear announcements. I need to listen carefully for any announcements about my flight.

I can check on the screens for information about my flight. If there is enough time before boarding, I could explore the shops, or have some food and drinks at the retailers. The area can sometimes be busy, have strong smells, like perfumes, and has bright lights.

I should head to the gate for boarding 30 minutes before my flight time. There are chairs that I can sit on and rest before getting onto the plane.



Boarding the plane

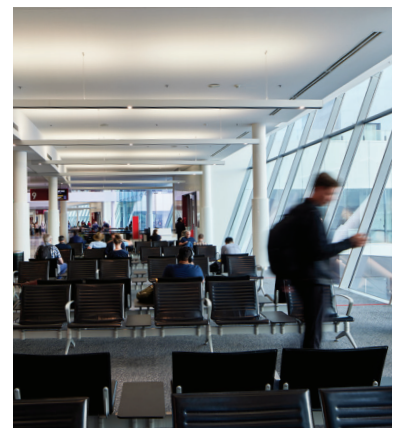
I will go to the boarding gate when I hear the announcements telling me so, or if I see the status of my flight on the screen is "Boarding".

I will join the queue to board the plane. When it is my turn, I give the airline staff my boarding pass. They will scan my boarding pass, and then give them back to me.

Then I will walk along with other passengers to get onto the plane.

When I get onto the plane, I will show my boarding pass to the staff at the door of the plane, and I will be told where my seat is. I will then place my carry-on bag in the overhead lockers.

When everyone is seated, we will buckle up and get ready to take off.



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