

# CANBERRA AIRPORT DOMESTIC ARRIVALS SENSORY STORY

FOR TRAVELLERS WITH A HIDDEN DISABILITY



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

You are going to be arriving on a plane at 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.

## Arriving at the airport

After my airplane lands, I will stay in my seat and keep my seat belt on. To get ready to leave, I can put my belongings into my bag and make sure I haven't left anything in the seat pocket or under my seat.

I will not unbuckle myself until I hear the instructions to do so.

When it's time to go, I will wait for my turn to exit the plane. I will keep moving forward until I leave the plane and enter the arrivals terminal.

If I feel like I forgot something, I can ask an airline staff member at the gate for help



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## Baggage claim

If I have check in bags, I will follow the sign to Bag Claim. I can look on the nearby screen for which carousel my bag will be on. I understand the baggage claim area could be busy and noisy. If I feel uncomfortable, I will ask an airport staff member for help.

I should wait until the bags on the belt to move. I will keep my hands and feet away from this carousel.

I will pick up my bags when I see them.

If it is too hard for me to collect alone, I will ask an airport staff member for help.



## Leaving the airport

I will check again that I have my ID and all my bags with me.

I can use the bathroom on this level if needed.

I will then walk through the exit doors. I might have people wait for me, or I could take a taxi or bus to go home.



**Contact:**

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