

Your Canberra Airport International Departures Guide



This guide helps travelers with hidden disabilities prepare for international flights from Canberra Airport. Flying internationally requires following safety rules and procedures. Airport staff are here to help if you feel overwhelmed or need assistance at any point during your journey.

My Destination

**Write down where
you're traveling to**

Flight Date

**Day, Month, Year of
departure**

Flight Number

**Your airline and
flight details**

Return Date

**Day, Month, Year
flying back**

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Packing Your Bags



International travel requires a passport. You'll pack two types of bags with different purposes and storage locations on the plane.



Carry-On Baggage

Small bag for items needed during your journey. Store in overhead lockers above your seat.

- Passport and tickets
- Medical devices and medication
- Comfort items (headphones, stim tools, books)
- Liquids, aerosols, gels under 100ml in clear zip-lock bag



Check-In Baggage

Large bag with items needed after landing. Stored in plane's cargo hold.

- Clothing and personal items for your trip
- Liquids and powders exceeding 100ml
- Items not needed during flight
- Check airline rules for size limits



All powders, liquids, aerosols, or gel items must be under 100 millilitres and carried in a clear zip-lock bag for international flights.

Arriving at the Airport



Arrive at least two hours before your flight to allow time for all procedures. Canberra Airport can be busy with many passengers and staff members. You'll start on Level 2 domestic departures.

01

Check the Digital Screen

Look for your flight information on the main screen when you enter

02

Find Your Airline

Qantas and Jetstar are on the right, other airlines on the left when facing security

03

Manage Airport Sounds

Beeping sounds are signals for staff - use headphones or earplugs if uncomfortable

04

Ask for Help

Approach any Canberra Airport team member if you need assistance

There are two security checks - one on Level 2 domestic departures and another on Level 3 international departures. Food and a duty-free store are available in the international terminal.

Check-In Process



Join the Queue

Go to your airline's counter and wait in line to check-in



Present Documents

Give staff your passport and place large bags on the belt



Receive Boarding Pass

Staff will print your boarding pass - keep it with your passport



After check-in, confirm you have your passport, boarding pass, and carry-on bag before heading to security screening. Your larger bags will be moved onto the plane by airline staff. You'll show your boarding pass to staff when boarding the plane.

First Security Check



Everyone traveling by plane goes through security checks to ensure safety. Join the queue at the security screening area with your passport, boarding pass, and carry-on bag.



Place Items on Trays

All belongings including carry-on bags, personal items, belts, jackets and pocket contents go through the screening machine. Security officers will advise on additional items needed. Hidden disability lanyards can stay on. Speak to officers if you need extra time, help or support.



Undertaking Airport Screening

You will be asked to walk through some screening equipment. This equipment may alarm. This does not mean you've done something wrong. Follow the security officer's instructions. You may need to remove shoes or empty pockets and walk through again. The security officer may need to do additional screening if you alarm again. This is a normal procedure to ensure nobody carries anything dangerous. You're not in trouble, just follow instructions carefully and ask if you don't understand.



Collect Your Items

Put on your jacket if you have one and pick up items from the tray. Put things back in your bag. Check you have your passport, boarding pass, and carry-on bags before moving forward.

Further information on security screening is available on the Department of Home Affairs website [here](#).

Departures Atrium & Border Control



After the first security check, you're at the departures atrium on Level 2. Follow signs to international departures on Level 3, which opens two hours before international flights.

Level 2 Atrium

Check screens for flight information. Explore shops or have food and drinks if time permits. Area may be busy with strong smells and bright lights. Cannot take drinks to Level 3 - only containers under 100ml allowed. There is a cafe in the international terminal. Refill water bottles after international security.

1

2

Head to Level 3

Take the escalator across from Gate 7 up and follow the hallway to Border Control.

Border Control Check

Use self-serve kiosk to scan passport and follow screen instructions, or ask Border Force Officer for help. Officers verify your passport and check your boarding pass - these documents confirm you can.

3

Border Force staff may ask questions about your trip. Answer them honestly. They're ensuring you have proper documentation for international travel.

Second Security & International Lounge



Second Security Check

Extra rules apply for international flights to ensure everyone's safety. Remove liquids, powders, gels, and laptops from your carry-on bag.

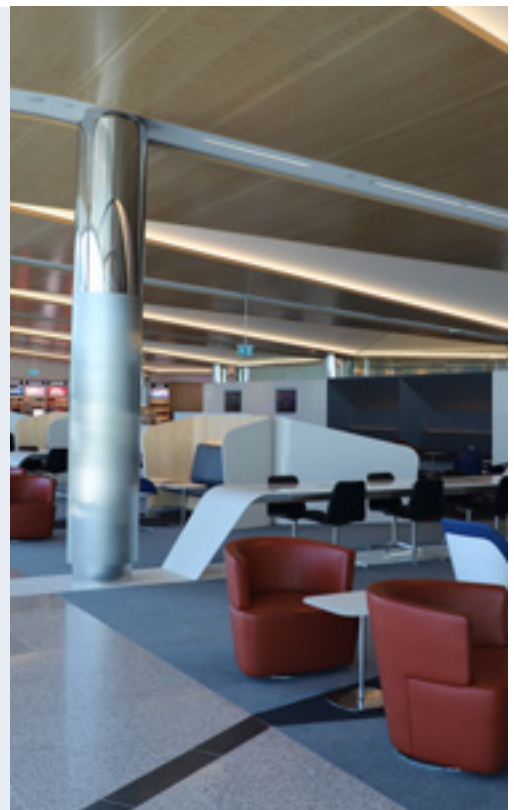
The process is similar to the first check: place your carry-on bag on the tray and walk through the screening equipment. Speak to security officers if you need additional time, help, or support.



International Lounge

After security, enter the international lounge where you can relax before your flight. Walk past duty-free shops which may be busy with strong smells and bright lights.

- Shop for duty-free goods (keep sealed in provided bag)
- Refill water containers
- Sit in departure lounge until boarding
- Use bathroom facilities
- Order food or drinks at Bar & Cafe



Listen carefully for announcements about your flight and check screens regularly for flight status updates while waiting.

Boarding Your Flight



When you hear boarding announcements or see “Boarding” status on screens, head to your boarding gate. Join the queue and have your boarding pass and passport ready.

01

Present Documents

Give airline staff your boarding pass and passport when it's your turn

02

Walk to Plane

Staff will scan your pass, check your passport, and return them to you

03

Find Your Seat

Show boarding pass to staff at plane door - they'll direct you to your seat

04

Store Bag & Buckle Up

Place carry-on in overhead locker, sit down, and buckle up for takeoff



Once everyone is seated and buckled up, the plane will prepare for takeoff.

Enjoy your flight and safe travels!

Contact

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