

CANBERRA AIRPORT INTERNATIONAL DEPARTURES SENSORY STORY

FOR TRAVELLERS WITH A HIDDEN DISABILITY



This guide will help on what to expect and how to prepare for your international 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

.....
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 outside of Australia this is called “International Travel”.

When you travel international, you will need to travel with a passport.

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 passport, 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.

There are strict rules for what I can take in my carry-on bag on an international flight. All powders, liquids, aerosols, or gel items must under 100 millilitres (volume), and must be carried in a clear zip-lock bag. I will need to pack anything exceeding this restriction in my check-in bags

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 two hours 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.

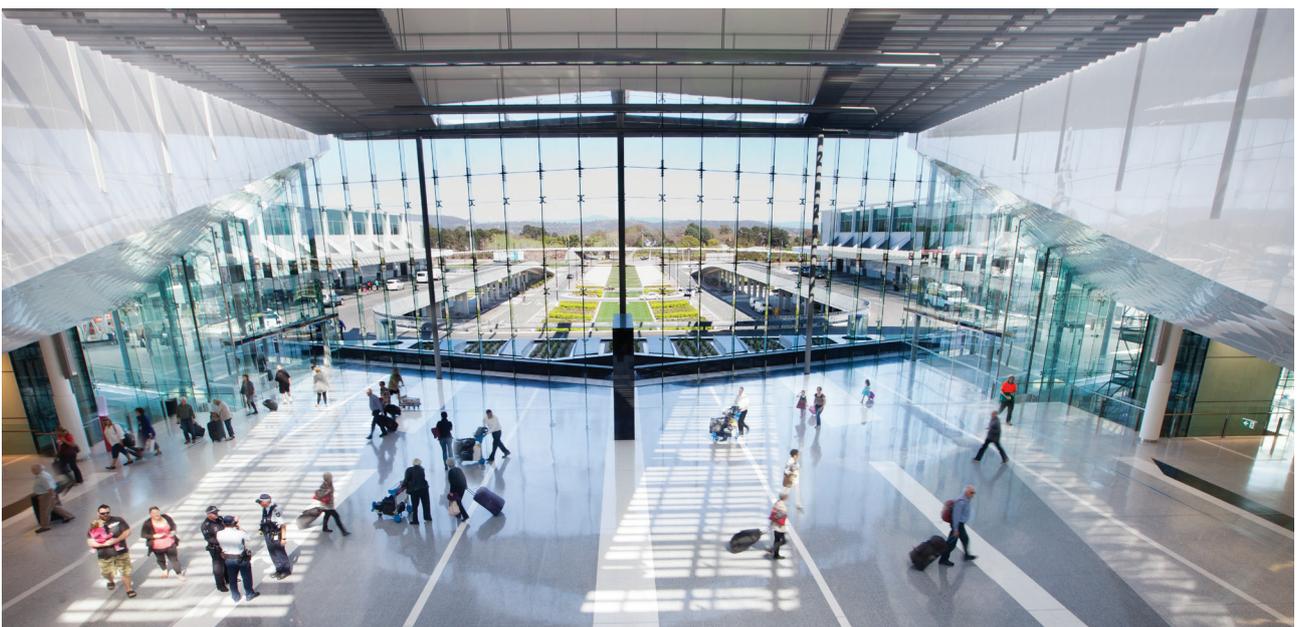
When I enter the airport, I will check the main digital screen for information on my flight.

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.

Before check-in, here are some tips:

- There are two security checks - one on the Level 2 domestic departures and another one on Level 3 international departures.
- There is a café within the international terminal, where you can buy drinks and words.



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 passport, 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.



First 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 passport, 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.



First security check

Step 2 of 3

Next, I'll walk through a body scanner. Sometimes, it might beep, but that doesn't mean I've done something wrong. I should simply follow the instructions from the officer. They might ask me to take off my shoes or empty my pockets and then walk through the scanner again.

If the scanner still beeps, security may need to check if I have anything that might not be allowed or might need to go through the screening machine. They'll need to touch me to do this, but it's all part of keeping everyone safe.

I might be chosen for extra security checks. This is just to ensure nobody carries anything dangerous. Security will use a special wand to 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.



Step 3 of 3

I will put on my jacket (if any) and pick up anything from the tray. I will put things back in my bag.

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



Departures atrium

I am now at the departures atrium on Level 2. I can follow the signs to the international departures on Level 3.

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 understand that I cannot take drinks to the international departure lounge on Level 3 as I could only bring liquids, aerosols, or gel items in containers of 100 millilitres (volume) or 100 grams (weight) or less on international flights.

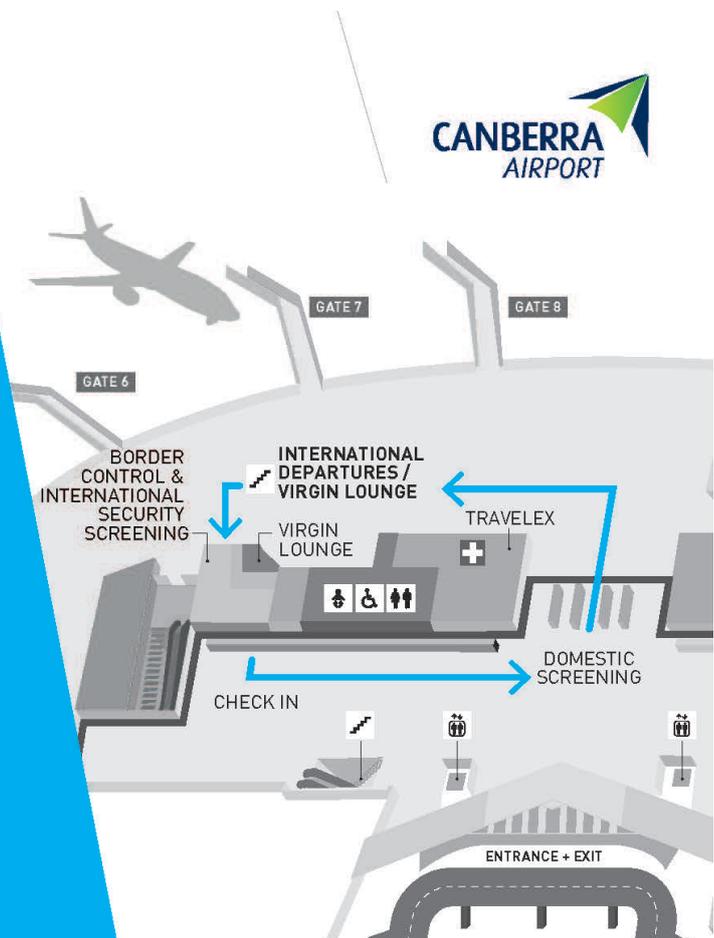
If I have a bottle with water, I can refill them once past international security.

There is a Bar & Cafe on in the international departure lounge on Level 3. I can also buy any snacks and beverages there before I board my flight.



Your guide to flying internationally from CANBERRA AIRPORT

- Check-in on level 2.
- Pass through domestic screening and turn left.
- After Noodles XO, turn left and head up the escalator.
- The International Departures Lounge is on your left.
- Pass through the Border Control and international security screening.
- Visit Duty Free, grab a drink or something to eat at the Bar & Cafe.
- Board your flight from the lounge, enjoy your flight.



Border Control

I will follow the signs to the international departures on Level 3. This area opens 2 hours before an international flight.

When I get to Level 3 by the escalator, I can follow the hallway to Border control.

I will need to have my passport checked at the Border Control point.

I can use the self serve kiosk to scan my passport and follow the instructions on the screen.

If I need help or can not use the self serve kiosk I can ask a Border Force Officer for help.

A Border Force officer will check my passport is valid and that I have my boarding pass. These two documents tell the border force officers that I can leave Australia on a plane.

At the kiosk, the staff of Border Control will check my passport, my boarding pass to make sure that I have the documents allowing me to leave Australia.

The staff might have some questions for me about my trip, I will answer them.



Second security check

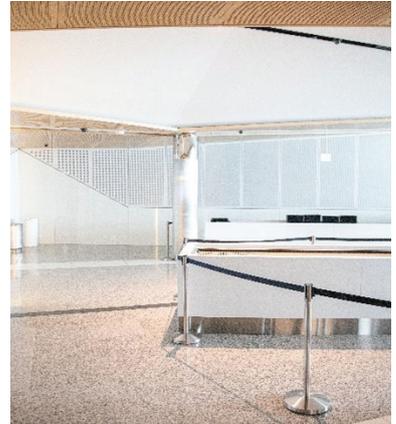
There will be another security check before I can relax in the international departure lounge. This is because there are extra rules about what I can take with me on a plane when flying to another country.

These extra rules are to make sure everyone is safe.

I will have to take out any liquids, powders or gels and my laptop from my carry on bag.

The second security check is almost the same as the first one. I will put my carry on bag onto the tray and walk through the body scanner again.

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



International lounge

Once I finish the second security check, I will be able to enter the international lounge, where I can sit down or buy some things before my flight.

I will walk past the duty-free shops. The duty-free area can sometimes be busy, have strong smells, like perfumes, and has bright lights.

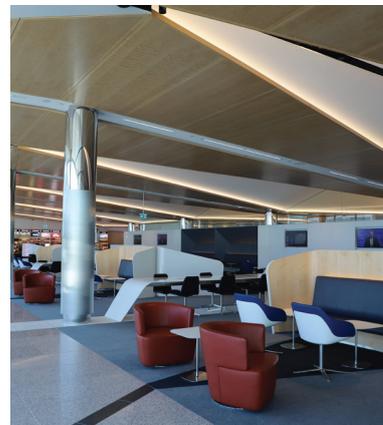
I can shop for duty-free goods here. I understand when taking duty free powder, liquid, aerosol and gel items onboard, they should remain in the sealed bag provided when I buy them.

I can sit in the departure lounge until your flight is called for boarding. I can use the bathroom on this level while I am waiting.

I can order food or drinks at the café.

While I am waiting for my flight, I will hear announcements. I need to be carefully listening if there are any announcements about my flight.

I could also check on the screens for information about my flight.



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 and my passport. They will scan my boarding pass, check my passport, 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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