

Welcome to Canberra Airport International Arrivals





This guide will help you understand what to expect when arriving internationally at Canberra Airport. We want to make your journey as comfortable as possible. Airports have important safety rules that everyone must follow. Our friendly staff are here to help if you need anything.

If you're feeling overwhelmed or have specific requirements at any time, please don't hesitate to approach a Canberra Airport team member. We're here to help and support you through every step of your arrival.





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What to Do

After your plane lands, you'll stay in your seat with your seatbelt on. This is an important safety rule. Take a moment to gather your belongings and place them in your bag.

Check the seat pocket in front of you and under your seat to make sure you haven't left anything behind. Wait for the announcement before unbuckling your seatbelt.

Leaving Your Seat

When it's time to leave, wait for your turn to exit. Keep moving forward until you enter the arrivals terminal. If you think you've forgotten something, you can ask an airline staff member for help.

The arrivals terminal might be quite bright. It's perfectly fine to wear sunglasses or a hat indoors if the glare is uncomfortable for you.



Your Arrival Journey



Your international arrival at Canberra Airport involves three simple steps. Each step is clearly signposted, and staff are available to help you along the way.

01

Immigration

First, you'll meet with a Border Force officer who will check your passport and yellow arrivals card. They may ask you some questions about your visit.



02

Baggage Claim

Next, you'll collect your checked luggage from the baggage carousel. Take your time and ask for help if you need assistance lifting your bags.



03

Biosecurity Check

Finally, you'll pass through biosecurity screening where officers ensure no restricted items are entering Australia. Follow the signs and officers' instructions.



Take your time with each step. There's no need to rush, and staff can answer any questions you might have.

Step 1 of 3: Immigration and Border Force



Once you enter the terminal, follow the signs to Border Force. If you need to use the bathroom, you'll find them located behind the stairs and escalator, before you reach Border Force.



The Officer Will Speak to You

When you reach the kiosk, a Border Force officer will ask you to step forward and check your passport and yellow arrivals card.



Answering Questions

The officer may ask you some questions. Do your best to answer clearly. It's perfectly okay to say "I don't understand" or "I don't know if I can answer that question".



Getting Your Documents Back

The officer will return your passport and yellow arrivals card to you when they're finished.

Step 2 of 3: Baggage Claim



If you have checked-in bags, head to the baggage claim carousel. The baggage claim area can be busy and noisy. If you feel uncomfortable at any point, please ask an airport staff member for help.



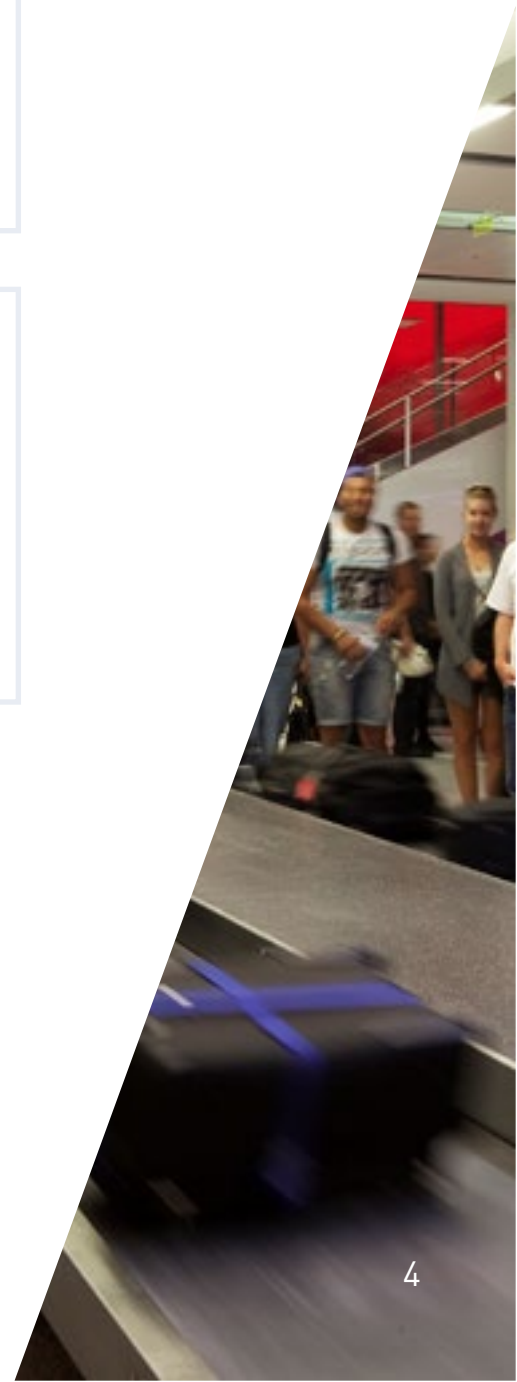
Wait for the Belt to Start Moving

Stand back and wait until the bags on the carousel begin to move. Keep your hands and feet away from the moving belt for safety.



Collect Your Bags

Watch for your bags and pick them up when you see them. If your bags are too heavy or difficult to collect on your own, don't hesitate to ask an airport staff member for help.



Step 3 of 3: Biosecurity Check



When you have all your bags, take them to the biosecurity checking area. You can follow the signs or look for a biosecurity officer who can give you directions. Australia has strict rules about what can be brought into the country, including food, animal products, and certain types of wood.

If You Haven't Claimed Anything

If you don't have restricted items, take the right exit. If an officer asks, show them the contents of your bags. They might ask you to put some items in the bin if they're not allowed into Australia.

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If You Have Items to Declare

If you claimed something on your yellow arrivals card, follow the queue to the left for inspection. Show the officer the items you've declared. They might ask you to dispose of certain items.

Remember: You must follow the instructions from biosecurity officers. This helps keep Australia safe.

Important Reminders



Listen to Staff

Airport staff are here to help you. Listen carefully to their instructions and follow the rules. Safety is very important at airports.



Ask for Help

If you're feeling overwhelmed or need assistance, approach any Canberra Airport team member. We understand that airports can be challenging environments.



Manage Brightness

The terminal can be bright. It's completely fine to wear sunglasses or a hat indoors if you need to manage glare and light sensitivity.

Leaving the Airport



Before you leave, take a moment to check that you have your passport and all your bags with you. This is important!

Walk Through the Exit

Once you have everything, walk through the exit doors into the public area.



Facilities Available

Bathrooms are available on this level if you need them before you leave.



Meet Your Ride

People might be waiting for you, or you can take a taxi or bus to your destination.



You've made it!

Well done on completing your journey through Canberra Airport. We hope this guide has been helpful.

Getting Help When You Need It



We're Here to Support You

If you're feeling overwhelmed, anxious, or have specific requirements, our Canberra Airport team members are here to help. Look for staff wearing airport uniforms, they're easy to spot and ready to assist.

Don't hesitate to ask for help with:

- Finding your way through the terminal
- Locating bathrooms or quiet spaces
- Understanding where to go next
- Any other questions or concerns

Remember, asking for help is completely okay. Our team is trained to provide support and make your airport experience more comfortable.



Our Airport Sensory Maps are available to help you prepare for your journey, please find them [here](#).

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