

MELBOURNE AIRPORT



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Departing at Melbourne Airport Terminal 2

For Travellers with a Hidden Disability

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I am going to

I go on the

Day:

Month:

Year:

I will be away for

days

I will go on an aeroplane.

I will be getting onto my plane at Melbourne Airport.





I will be away from my home so I will pack the things that I need. I can take a bag for on the plane called carry on or a bigger bag that will be stored on the plane in the cargo hold.



I will need my passport to travel on an international flight.



tick me!



I have everything I need for my flight

03 What is the airport like?



Airports can be busy places.



There are a lot of people at the airport.

There are also lots of different people that work at the airport.
If they ask me to do something, I should follow their instructions.





There are lots of different sounds, lights, and smells.



Sometimes there will be beeping noises. These beeps tell the people who work at the airport that they need to do something.

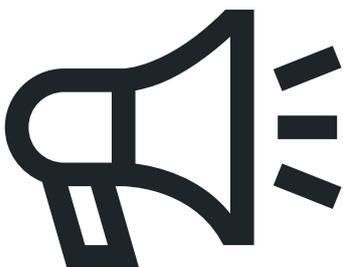
I don't need to be worried about these.

If there is an emergency staff will tell me what to do.

Headphones, earplugs or listening to music could help if I don't always like hearing the noises.



I don't need to worry about alarms that I may hear.



03 What is the airport like?



There are times when I have to wait at the airport.



I can take things to do while I wait. I might have things that help me if it is too loud or busy.



03 What is the airport like?



Do you have something that you can do?



I am ready for the busy airport





I can get to the airport by bus, car or taxi.





I will need to go to Terminal 2. This terminal is for people travelling to a different country.



It is best to give myself lots of time to go through the airport, so I don't have to rush and have plenty of time to get to my plane.



I have arrived at the Melbourne Airport





Now that I'm at the airport I will need to check in.

First I need to find out where to check in.
I can look at the screens to find my flight details



Some areas have counters some have
self-service kiosks.

Counter



Kiosk



05 Counter Check-In



If I'm checking in at a counter:

01

I join the queue and wait my turn to check in



02

When it's my turn I give the airline staff my passport.



05 Counter Check-In



03

I put my big bags onto the conveyor belt one at a time so they will be put it onto the plane for me.



04

My boarding pass will be printed. This is my special pass that I use to get onto my flight. This needs to be kept safe and I will need to show it to people before I can get on the plane.



I have checked in





If I'm using the self-serve kiosk:

01

I choose a Kiosk (I may need to queue)



02

There are some questions that I need to answer on the screen.



03

I wait for my boarding pass to be printed





04

I wait for my bag tags to be printed



05

Tags let staff know which plane my bag is going on. I tag my bags following the instructions on the back of the tag.



06

I put my big bags onto the conveyor belt one at a time (I may have to queue for a conveyor belt)



I have checked in



06 Departures Area



I make sure I take my passport, any carry on bags and boarding pass and move to the international departures area.



Next, I go through to security.



Everyone that is traveling by plane must do security checks. This is to keep everyone safe. There are two things that I have to do for the security checks.



I can follow these steps when going through security screening.

Sometimes I may get picked to have extra security checks, this is just to make sure no one takes anything dangerous with them. Security will need to lightly brush my arms, feet and bags with a special wand. I am not in trouble but I need to listen carefully and follow security's instructions.



07 Security Checks

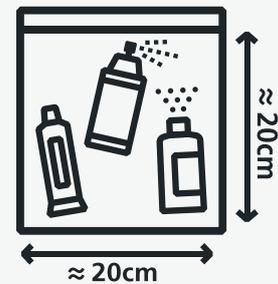


Security screening

Next, all of my belongings will go through a screening machine. The security officer is looking for anything that is not allowed to be taken on a plane.



If I have any items on me that are 100mls or less that are powders, liquids and gels I will need to place them in a clear zip lock bag ready to place in a security tray. If some are over security will take them off me.





Next, I will go through a body scanner. Sometimes when I am going through scanner, it might beep. It doesn't mean that I have done anything wrong. I should listen to the instructions from the officer.



I may have to take off my shoes or check that I have taken everything out of my pockets. I can then walk through the body scanner again.

If the scanner still beeps, I may have to let security check that I don't have anything hidden. They will need to touch me to do this.



I have been through security





Passport control

Passport control is to make sure that everyone traveling has a passport, boarding pass and is allowed to leave Australia.



When its my turn I give the customs officer my passport and boarding pass.





The customs officer might ask me questions about my trip
I should try to answer these questions.



Now I have finished the passport control checks.



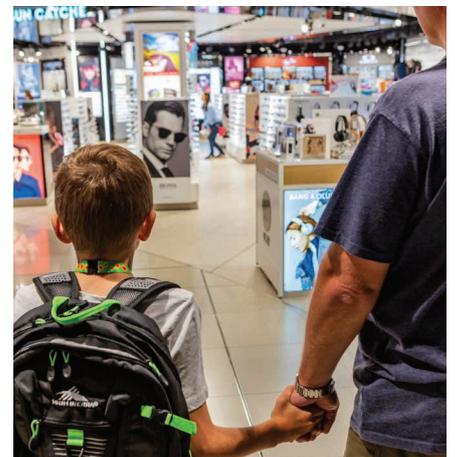
I have been through passport control





I walk through the terminal to my plane. I may have to wait for a little while so there are some things that I can do.

First I will need to pass through Duty Free. The duty free area can sometimes be busy, have strong smells, like perfumes and has bright lights.



If I need to go to the toilet I will find some toilets here. There are also other toilets throughout the airport.



09 Moving through the airport



I will walk past some shops.



I can buy some food to eat or a drink.



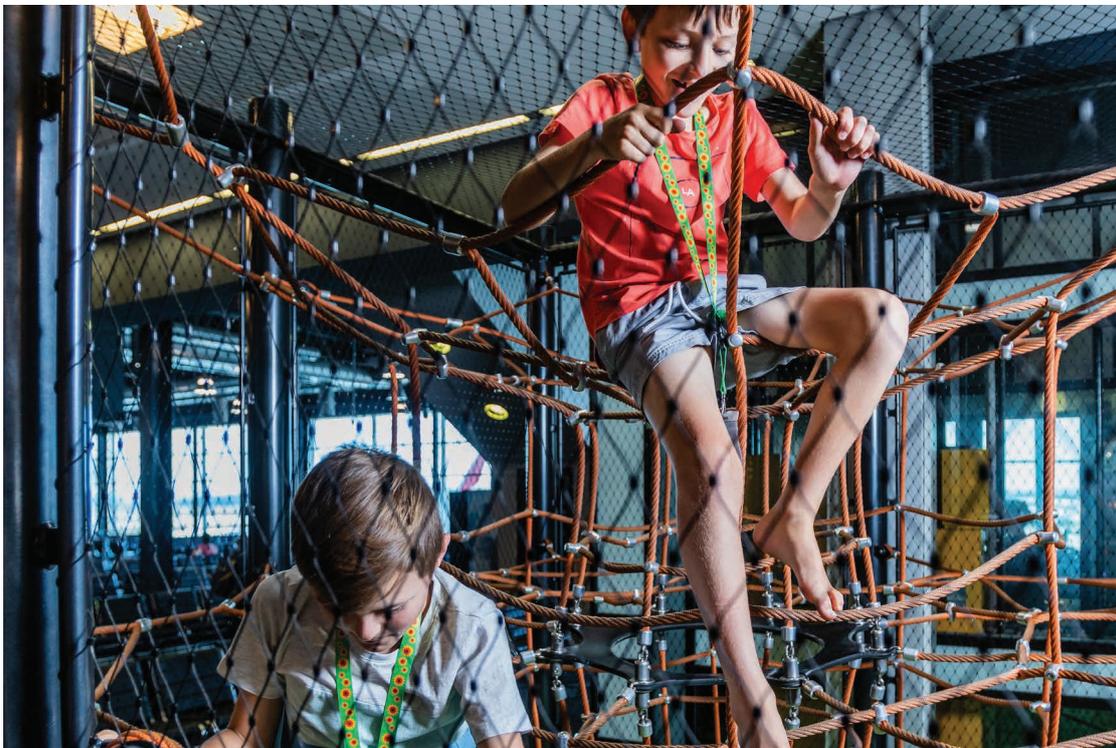
09 Moving through the airport



I can move to the gates and find a quiet space. Some waiting areas will be busy when a flight is leaving, others will be quiet.



If I feel like climbing and playing there is a playground



09 Moving through the airport



I can watch other planes leave or arrive through the windows.



I might choose to have something to eat or do one of my special activities that I brought with me from home.

While I am waiting for my flight I will hear announcements. Sometimes these are spoken in English, sometimes in different languages.

I need to listen for announcements about my flight.



Every now and then I can look at the screens for information about my flight. They will tell me how long I will need to wait until I board my plane.



I can explore the airport while I wait.

10 It's almost time to leave



When it is getting close to the time my plane leaves. I need to be at my gate. I follow the signs to my gate number or use my map to find where I need to go.



When I am at my gate, if I like, I can introduce myself to the airline staff at the counter. They will be able to help me when it is time to board.



I have arrived at my gate



11 Boarding the plane



The airline staff will tell me when I can board the plane.
I may have to join the queue to board the plane.



I give the airline staff my boarding pass and passport. They will scan my boarding pass and then give them back to me.





Next, I walk along a long corridor until I reach the plane. Here more airline staff will need to see my boarding pass so they can help me and the other passengers to find our seats.



I have found my seat on the plane



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Once everyone is
seated with their
seat belts on it is
time to fly!

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