

MELBOURNE AIRPORT



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Arriving at Melbourne Airport Terminal 2

For Travellers with a Hidden Disability

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When my plane has landed I wait in my seat with my seat belt on. I can get ready to exit by putting my things into my bag and check that I haven't left anything in the seat pocket or underneath the seat.



Everyone will be getting off the plane. I will wait until it is my turn to exit the plane.

I keep moving forward until I come off the plane and into the arrivals terminal. If I think that I have forgotten something I can find the nearest staff member and they will be able to help me.



01 Arriving on a plane at the International Airport



If I am leaving the terminal I will head towards bag claim.

If I am going on another international flight I will follow the signs to International Transfer.



tick me!



I have exited my flight



I have to do a few things before I can leave the airport.



First are passport checks.



When it is my turn I give the customs officer my passport and yellow arrivals card.





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



My passport has been checked



03 | Baggage Claim



Next I walk towards bag claim.

If I did check in bags, I can find where my bags will be by looking at the board for my flight number. The baggage carousel number will be next to this.



I wait for the bags to start moving onto the baggage belt. It is important that I keep my hands and feet away from the carousel while I wait.



03 Baggage Claim



When I see my bag, I will pick it up off the carousel.



When I have all my bags I can join the queue and show the officers my yellow arrivals card.



I have collected my bags





There are dogs that work in the airport. They wear a uniform that shows that they are working. They help people follow the rules and check for things that are not allowed. These dogs have a special job to do and are really clever.

Border Force Dogs check that I am not carrying anything illegal



I leave the dogs to do their job. I should try not to pat the dogs.

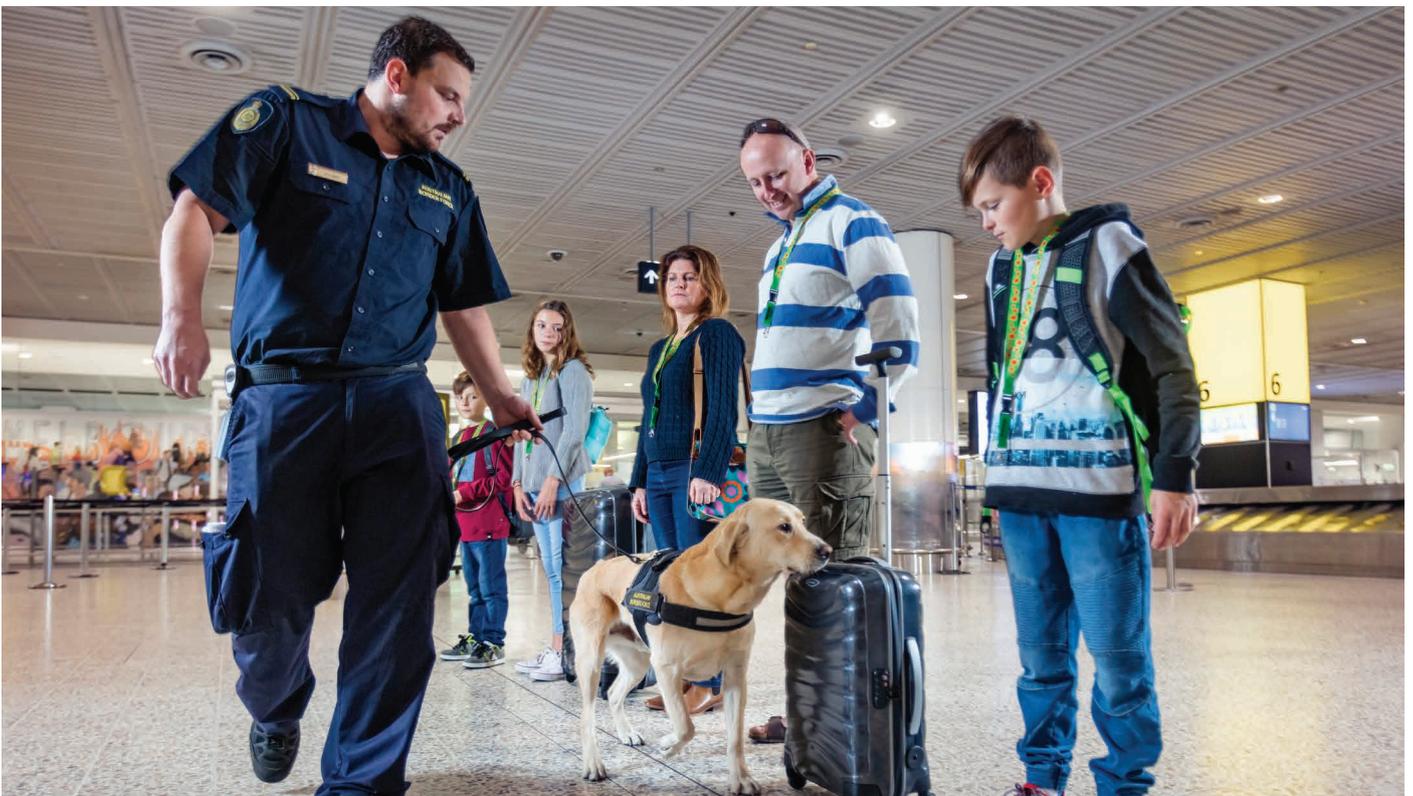




If a dog stops near me I should try not to be scared or worried.
Sometimes people forget or are unsure of the rules.

I should:

- ✓ stay calm
- ✓ listen to the customs officer
- ✓ follow their instructions.
- ✓ let them check my bags.





I may be sent to queue in the Bio Security line
There are rules about what can come into Australia.
This includes food, animal products and some types of wood.
I have to show these things to an officer.



Sometimes they may have a dog on duty that will sniff my bags
- Biosecurity Dogs make sure that I don't have any food items
that are not allowed to be brought into Australia





I might have to show the officer what is in my bags.
They might ask me to put food or other items in the bin.
I must follow the rules and the instructions of the officer.



I have had my bags checked



05 Leaving the Terminal



Next I walk through the exit gates. This is where people might be waiting to see me. I might get in a taxi or a bus to head home. I could be getting onto another plane.



I can follow the signs to find the place that I need to be. If I am unsure I can ask a staff member or a volunteer and they will help me to find my way.



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It's time to leave the airport and continue on with my journey.

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