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Planning your arrival

A helpful guide for travellers with
a Hidden Disability

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Sydney's Airport



Arriving on a plane at the International Airport



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.



Arriving on a plane at the International Airport



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

If I am going on another flight, I will follow the signs to transfer and transit.



tick me!

I have exited my flight



Passport Control



I have to do a few things before I can leave the airport.
First are passport checks.



I can go through passport control through an electronic
SmartGate or with an Australian Border Force (ABF) Officer.



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



My passport has been checked



Baggage Claim



Next I walk towards baggage 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.



Baggage Claim

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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.



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I have collected my bags



Passport Control / Biosecurity



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.

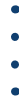
Australian Border Force Dogs check that I am not carrying anything illegal.



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



Passport Control / Biosecurity



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 ABF officer
- ✓ follow their instructions
- ✓ let them check my bags



Biosecurity



I may be sent to queue in the Biosecurity 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.



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Leaving the Terminal



Next I walk through the exit gates. This is where people might be waiting to see me. I might get into a taxi, train or 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.



SYD

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It's time to leave
the airport. We wish
you a safe onward
journey.

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Sydney's Airport