



# SYD



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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, make sure my Hidden Disability lanyard is visible 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 get 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

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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.



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tick me!

I have exited my flight

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# Passport Control



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



I can either 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.



**Incoming passenger card • Australia**

PLEASE COMPLETE IN ENGLISH WITH A BLUE OR BLACK PEN

Family/surname  
Given names  
Passport number  
Flight number or name of ship  
Intended address in Australia  
Intended number of days in Australia

Do you intend to live in Australia for the next 12 months?  
If you are **NOT** an Australian citizen:  
Do you have tuberculosis?  
Do you have any criminal conviction(s)?

**DECLARATION**  
The information I have given is true, correct and complete. I understand failure to answer any questions may have serious consequences.

State  
Yes No  
Yes No  
Yes No  
Yes No

PLEASE  
Are you bringing:  
1. Goods that may contain medicines, steroids, More than 250ml of tobacco products?  
2. Goods obtained from a country with a confirmed AIDS/HIV case?  
3. Goods from a country with a confirmed malaria risk?  
4. Goods from a country with a confirmed dengue fever risk?  
5. Goods from a country with a confirmed Zika virus risk?  
6. Medicines?  
7. Alcohol?  
8. Other?

...

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.

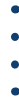
Australian Border Force Dogs check that I am not carrying anything illegal.



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.

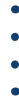
There are rules about what can come into Australia.  
This includes food, animal products and some types of wood.  
I have to show these things to an officer.



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.



# Biosecurity



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 been through biosecurity



# Leaving the Terminal



Next I walk through the exit gates. This is where people might be waiting to see me or I might have organised to meet them at the Meeting Point . 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 volunteer ambassador 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