

Visual story / Sensory Room

# Adelaide Airport Sensory Room



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Part 1

# Introduction





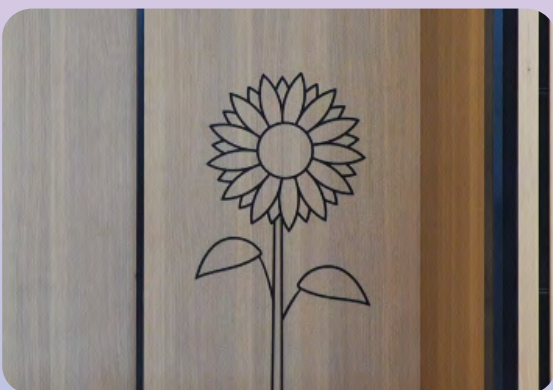
Airports can be busy and noisy. Adelaide Airport has a sensory room to help me feel calm and ready for my flight.



It is a quiet, calm place where I can take a break.  
It is okay to rest when I need to.



The Sensory Room is located between the Virgin Australia Lounge and the Airport Pharmacy.



After passing through security, I turn left and look for the door featuring sunflower artwork.



Part 2

# Inside the Sensory Room



The sensory room is free for passengers to use. It can help autistic people, people with anxiety, and anyone who feels overwhelmed.



Inside the room I will find

- Soft lighting that I can turn up or down with a switch.



- Bags and beanbags.



- Nooks to sit in if I want to.





- Calm pictures on the screens.



- Soft things to touch on the walls.



- A bubble tube.



- Fidget tools to use while I am in the room.

I can also bring my own fidgets or sensory tools to use.



Part 3

# Booking the Sensory Room



To book the Sensory Room, I can visit the Adelaide Airport website at <https://adelaideairport.com.au/accessibility/sensory-room>



If I cannot make a booking online, I can text 0485 990 823 or call reception on 08 8308 9211



If I can, booking the room in advance makes it available, gives me time to prepare, ask questions, and keeps the space ready for me.

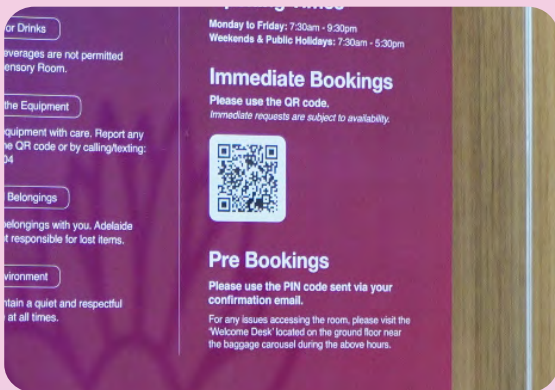


When I arrive I enter my PIN on the keypad by the door. Some staff can also open the door using their keycard if I need help.





If I cannot physically use the keypad, or my code does not work, I can call 0466 958 504 or text 0485 990 823. It is okay to ask for help.



If I didn't book, I can scan the door QR code to access the room if it's available.



The sign by the door also tells me about the rules for the sensory room. I can read these rules and use the room in a respectful way.



To leave the room, I press the green button on the right side of the door.



Part 4

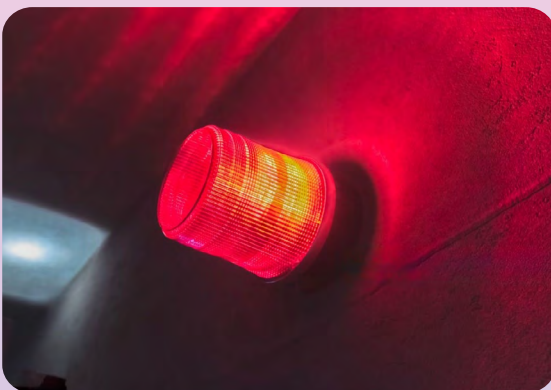
# If there is an emergency



If I'm overwhelmed, I press the duress button near the door, and staff will unlock it for me remotely.



The room has CCTV so staff can make sure I am safe. If there is an emergency, I might hear a loudspeaker announcement.



I might also see small red and orange strobe lights flashing on the ceiling. These may feel uncomfortable but they help keep everyone safe.



If the announcement feels too loud, I can cover my ears or use my headphones. I will make sure I can still hear the announcement so I know what to do.



Part 5

# Sharing the Sensory Room

Sometimes, I may have the Sensory Room to myself.

Sometimes, another person may have a booking at the same time as me.

If someone else comes in, I have not done anything wrong. It just means we are sharing the space.

The Sensory Room is for calm. We can both use it at the same time.

I can respect the other person's space

I can choose my own seat, nook or corner.

I can keep my voice quiet, or not talk at all.

I can keep my phone on silent.

I can give the other person personal space.

I will not touch the other person or their belongings, including mobility aids.



If I use sensory items, I can put them back when I am finished.

The other person may need different things

They might need quiet.

They might move, stim or use sensory tools.

They might use a wheelchair or other equipment.

They might prefer dim lights. That is okay.

If I feel uncomfortable, I can do something. I can move to another spot in the room.

I can use headphones or a fidget to help me stay calm.

I can take a break and step outside the room.

I can ask for help from the Welcome Desk or airport staff.

We do not have to talk or make eye contact. It is okay to focus on myself.



## Part 6

# Contact

If I need help or have questions or feedback about the sensory room, I can contact Adelaide Airport.

Phone: 08 8308 9211 or email:  
[accessandinclusion@aal.com.au](mailto:accessandinclusion@aal.com.au)

Now that I know about the Sensory Room, I am one step closer to a great flight.