

# **WELCOME TO ADELAIDE AIRPORT/**

**A GUIDE FOR PEOPLE LIVING WITH AUTISM SPECTRUM DISORDERS**



**AUTISM SA HAS BEEN PROVIDING SERVICES TO CHILDREN ACROSS SOUTH AUSTRALIA SINCE 1964.**

**OUR FOUNDING MEMBERS WERE FAMILIES DRIVEN BY THE DESIRE TO ENSURE THAT THEY HAD ACCESS TO THE BEST INFORMATION, EDUCATION, TREATMENT AND SUPPORT.**

**WE HAVE REMAINED TRUE TO OUR BEGINNINGS.**

**IN ALL OF OUR SERVICES WE AIM TO ESTABLISH GREAT RELATIONSHIPS, CONSISTENCY IN STAFF, EXPERTISE IN THE AREA OF DISABILITY AND SPECIFICALLY AUTISM SPECTRUM DISORDER AND EVIDENCE BASED AND INNOVATIVE PRACTICES.**

# ARRIVALS / ✈️



The purpose of this booklet is to support people with an Autism Spectrum Disorder (ASD) and people who are unfamiliar with using Adelaide Airport to understand the process of arriving at Adelaide Airport.

The booklet will assist you in providing prior notice of the processes and expectations of what happens when you arrive at Adelaide Airport through visual aids and steps to follow. There is also the inclusion of alternative supports if you need extra assistance.

The Adelaide Airport has a virtual map which can be accessed [here](https://plus.google.com/118184457133923689032/about?gl=US&hl=en#118184457133923689032/about?gl=US&hl=en) if further visual information is required.

<https://plus.google.com/118184457133923689032/about?gl=US&hl=en#118184457133923689032/about?gl=US&hl=en>

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## ACKNOWLEDGEMENTS

Staff at Adelaide Airport for their assistance in the development of this booklet.

# GETTING OFF THE PLANE / ✈️

When it is announced the plane is ready to be disembarked I can undo my seat belt and collect my luggage from the overhead compartment.

It can get a bit crowded when everyone is standing up and collecting their hand luggage. If I feel there are too many people around or they keep bumping into me I can sit down and wait until most people are off the plane and then collect my own hand luggage.

I can then get off the plane with my hand luggage.

The flight crew will tell me which way to go to enter the airport.



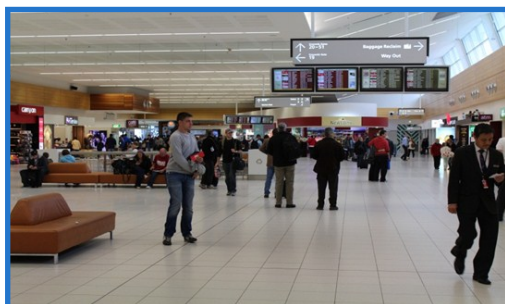
Overhead compartment



Plane Seats

# ENTERING THE AIRPORT / ✈️

When I get into the airport, it can be noisy and bright. There may be lots of people moving around. There may be sudden loud and piercing noises. If I feel that the airport is too crowded and noisy I can use one of my coping tools such as my headphones or earplugs to help me.



Airport

# TOILETS / ✈️

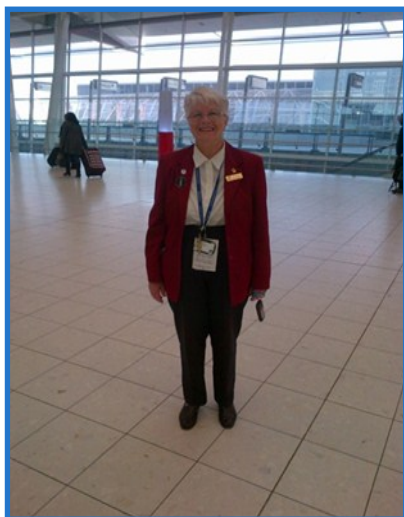
There are toilets located in various areas of the airport look up for the signs that show you their location.



# GETTING SOME EXTRA HELP / ✈️

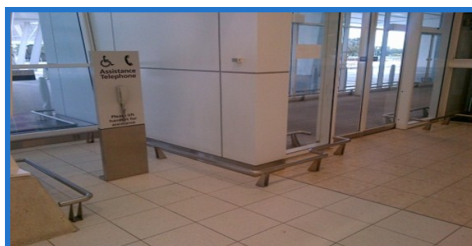
If I need some help at the airport:

I can ask an Airport Ambassador to help me find my way to the Baggage Reclaim area. If I have a problem or a question, I can ask an Airport Ambassador and they will assist me.



Airport Ambassador

I can also pick up the Assistance Telephone located on the wall on the ground floor (Level 0) after I have exited the secure area of the airport to ask someone to come and help me.



Assistance telephone

# GETTING SOME EXTRA HELP CONT. /

If I need to go to a quiet area to calm down, I can also pick up the Assistance Telephone and ask for the Duty Manager to take me to a quiet area.



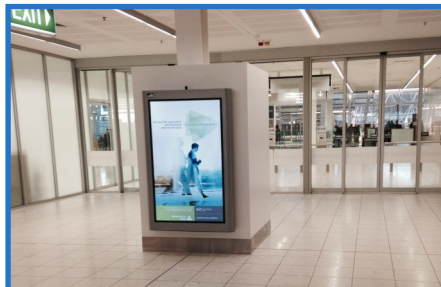
# BAGGAGE RECLAIM / ✈️

To collect my baggage I need to follow the Baggage Reclaim and Way Out sign.



Baggage reclaim and Way Out sign.

I will then arrive at the exit doors. I will go through the automatic doors to get to the Baggage Reclaim area



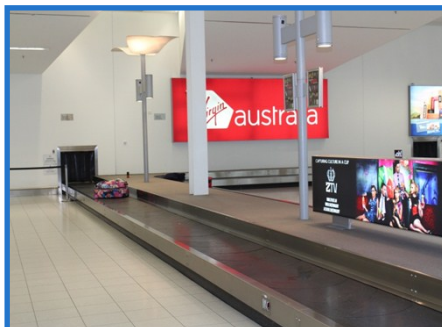
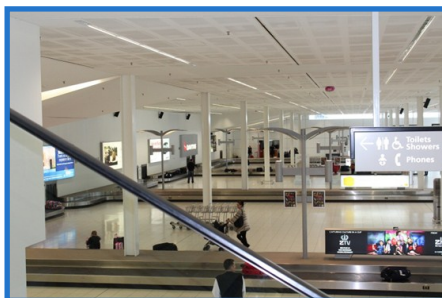
Exit Doors

After going through the exit doors, I need to go down to the ground floor (Level 0). I can do this by using the lifts, stairs or escalators.



# BAGGAGE RECLAIM CONT. / ✈️

When I reach the ground floor (Level 0) I will walk to my left. On my left there are four Baggage Carousels. My baggage will come out on one of these Baggage Carousels.



To check which baggage carousel my baggage will come out on I can look up on the screen above the Baggage Carousel to see if my flight number is shown on it.



I can ask an Airport Ambassador or use the assistance phone to ask for help if I cannot find my bag or it is taking a long time to arrive on the Baggage Carousel.

# BAGGAGE RECLAIM CONT. / ✈️

When my luggage comes out on the Baggage Carousel, I can take my baggage off the Baggage Carousel. I can collect one of the trolleys to put my baggage on if my baggage is too heavy. The trolleys are free of charge and are located near the carousels.



If I cannot find my baggage or it is taking a long time to come around on the Baggage Carousel, I can ask:

An Airport Staff Member, Bag Officers, an Airport Ambassador or Airline Representative for help. I can use the assistance phone to ask for help if I need a wheelchair.



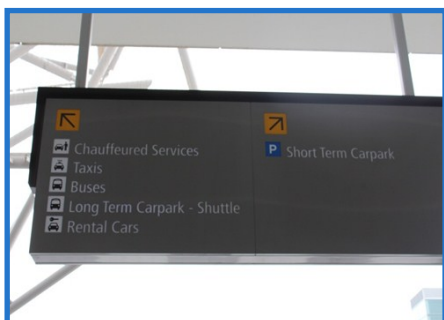
An Information Desk is located directly across from the Baggage Carousel, for any other general enquiries.

# LEAVING THE AIRPORT / ✈️

When I have collected my baggage I can exit the airport building through the exit doors. The doors will open automatically when I approach. I will need to know where I am staying. I can choose from the following options.

Public Transport:

I can get on a bus from the Airport to Adelaide (J2) or to Glenelg (J1). When I exit the Airport automatic doors, I turn left, there will be signs to direct me.



Signs to Transport



Public Transport - Bus

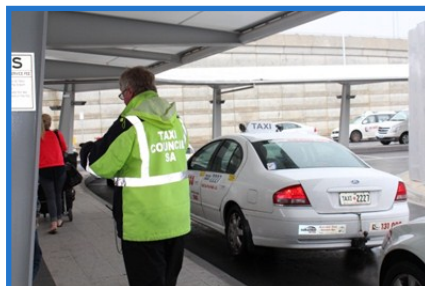
# LEAVING THE AIRPORT CONT / ✈️

## Taxis:

I can get a taxi from the Airport. When I exit the Airport automatic doors, I turn left and there will be signs to direct me. When I arrive at the taxi stand, I will need to line up and wait my turn for a taxi. There is a Taxi Council SA staff member who will help me get a taxi.



Airport Exit towards Taxi Stand



Taxi Council SA Staff

## Being picked up by a friend:

When I exit the airport automatic doors, I walk straight ahead to the pick up area. This is a very busy area as it is only for picking up or dropping off people. Everyone is rushing around and there are lots of cars. I can wait here to be picked up.

The person picking me up cannot park here and can only spend a few minutes putting my baggage into the car.



Drop Off Zone

# ARRIVING AT YOUR DESTINATION SAFELY /

## Arriving at your destination safely

Below are some tips to help you arrive safely your destination so you can start to enjoy your time in Adelaide.

There are many ways in which you may be arriving at your destination. It is always good to make sure you get there safely. You can

Arrange for a person you know to meet you.

Have the contact telephone number of the person who is meeting you and give them your number.

Ask the Taxi Driver or arranged transport driver to help you with your luggage to the door of your destination.

If catching a bus, tell the driver where you want to go and ask the bus driver to let you know when you are at the right stop.

Have a clear map with you if you are leaving your transport by foot.

Have a card with the name, telephone number and location of your destination.

Always let someone know where you are going and what time you intend to get there.

Do not accept lifts from people you do not know.

Always keep your valuables hidden away from the view of others you do not know.

Make sure your mobile phone is charged before leaving.

In case of an emergency call Police/Ambulance/Fire on 000 and wait in a safe area until help arrives.

Enjoy your time in Adelaide

# PICTURE REFERENCES / ✈️

Picture References

[www.facebook.com](http://www.facebook.com)

[www.freelancecomputing.com.au/shop/custom/custom-computer-build](http://www.freelancecomputing.com.au/shop/custom/custom-computer-build)

<http://www.skyscanner.net/news/how-find-best-airline-seat>

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All other Photographs taken at Adelaide Airport

This resource has been developed by Autism SA  
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