

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.

DEPARTURES / ✈️



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.

ARRIVING AT THE AIRPORT / ✈️

Make sure you get to the airport in plenty of time before your flight leaves. Remember to check with your airline how long before your flight you need to be there.

There are a few ways that you may be arriving at the airport.

Short Term Car Park

If arriving by car, I get out the car and walk towards the lifts. The lifts are on the side that faces the Airport entrance. I then get into the lift or I can use the stairs to go to the 2nd floor. The stairs are located next to the lifts. When I get out of the lift I turn right and enter the enclosed walkway. This will take me to the entrance of the Airport. The doors will open automatically when I approach them.



Car Park



Lifts



Enclosed Walkway

ARRIVING AT THE AIRPORT CONT / ✈️

Bus - Public Transport and other Shuttle Services

If arriving by bus - Public Transport, I can get off the bus and walk back towards the Airport entrance. If I am not sure which way to go I can ask the Bus Driver. I then need to go to the 2nd Floor using the lifts or the escalator.



Bus – Public Transport

ARRIVING AT THE AIRPORT CONT / ✈️

Taxi

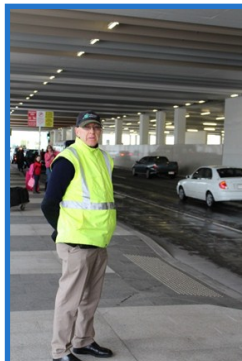
If I am arriving by taxi the taxi will stop at the front of the Airport in the drop off zone. This is a drop off zone and the taxi driver cannot stay here for long. I then walk towards the Airport entrance. If I am not sure I can ask one of the Airport Staff and they will show me the way.



Taxi Drop Off

Drop Off Zone

If I am getting dropped off in the drop off zone, I will get out of the car quickly with my baggage and belongings. This is a drop off zone and the person dropping me off cannot stay here for long. I can then walk towards the Airport entrance. If I am not sure I can ask one of the Airport Staff and they will show me the way.



ARRIVING AT THE AIRPORT CONT / ✈️

If I need a wheelchair when I get to the drop off zone, I will let the Airport Staff know and they will direct me to the area I can be dropped off at. When I get to this location, I can ask my driver to use the Assistance Telephone inside to request a wheelchair and assistance. My driver can wait here until assistance arrives but they cannot leave their car here.



Drop off area if needing a wheelchair



Wheelchair

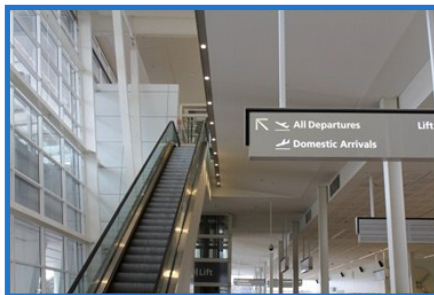
ENTERING THE AIRPORT / ✈️

Getting to the Second Floor

If I enter the airport from ground level, I can take the lifts or the escalator to Level 2.



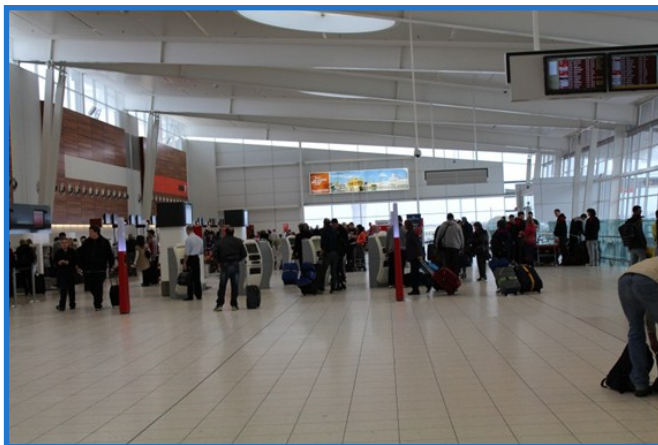
Escalator on Ground Level (Level 0)



Lifts on Ground Level (Level 0)

Finding the Airline Counter

Upon entering the airport on Level 2, I will look for the counter that shows the name of the Airline I am travelling with. When I see the name of the Airline I can walk over to that area. It may be very noisy in the airport and people may be rushing around. I can use my coping tools such as my headphones or my ear plugs. I can also look for an Airport Ambassador to assist me.



Level 2

CHECKING IN / ✈️

There are a few options to check in.

Checking In Online

I can go to the website of the airline I am flying with and click on the Online Check In section prior to getting to the airport. I then follow the instructions to check in and choose my seating. I can print my boarding pass at the airport if I don't have access to a printer at the hotel.

When I arrive at the Airline Check In area I can line up in the Baggage Drop Off queue. The Airline Staff will call me when I am next. I can present my boarding pass at the counter. The Airline Staff will ask me to put my bag on the conveyer belt to be weighed. My baggage will then be put onto the plane. I will pick it up at the Airport I am travelling to. The Airline Staff will return my boarding pass and tell me what gate I am leaving from.

I then need to go to the Security Check Area. If I cannot find the sign to the Security Check Area, I can ask the Airline Staff for help.



CHECKING IN CONT/✈️

Checking in at the Check in Kiosk

I can check myself in using the Check In Kiosk at the airport. I need to follow the prompts on the screen to check in and book my seat.

When I have done this the Kiosk will print out my boarding pass. If I need help I can ask one of the Airline Staff to assist me.

I can line up in the Baggage Drop off queue. The Airline Staff will call me when I am next. I can present my boarding pass at the counter. The Airline Staff will ask me to put my bag on the conveyer belt to be weighed. My baggage will then be put onto the plane. I will pick it up at the Airport I am travelling to. The Airline Staff will return my boarding pass and tell me what gate I am leaving from.

I then need to go to the Security Check Area. If I cannot find the sign to the Security Check Area, I can ask the Airline Staff for help.



Check in Kiosk

CHECKING IN CONT/✈️

Checking in at the Airline Check In Counter

At the Airline Check In Counter line up behind the person in front of you. Sometimes the line is very long and you may have to wait for a long time. You don't have to worry if you've given yourself plenty of time. The person at the counter will get to you as soon as they can. If you are not sure ask one of the Airline Staff to assist you. The Airline Staff will call you when you are next.



Check in counter

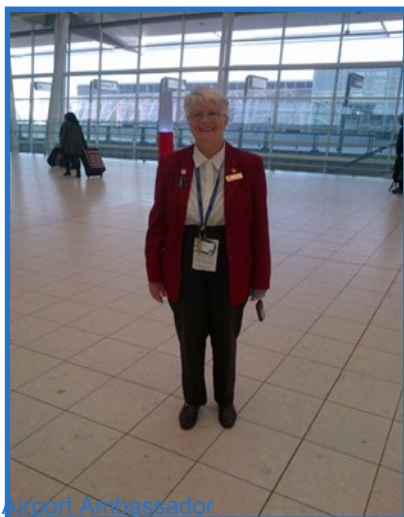
When I get to the counter the Airline Staff will ask me for my ticket and identification. The Airline Staff will ask me some questions about what is in my bag. The Airline Staff will ask me to put my bag on the conveyer belt to be weighed. My baggage will then be put onto the plane. I will pick it up at the Airport I am travelling to. The Airline Staff will then give me my boarding pass and tell me what gate I am leaving from.

I then need to go to the Security Check Area. If I cannot find the sign to the Security Check Area, I can ask the airline staff for help.

GETTING SOME EXTRA HELP / ✈️

If I need some help at the airport:

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



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.



GETTING SOME EXTRA HELP CONT. /

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

GETTING THROUGH SECURITY / ✈️

When I get to the Security Check Area I need to wait in line until it is my turn. If I am not sure of the rules I can ask the Security Staff. Sharp objects and flammables are not allowed in a person's hand luggage. I can check the Airline's website to see what I can take in my hand luggage before I get to the airport. Most airlines are the same but some can have different rules.



Security

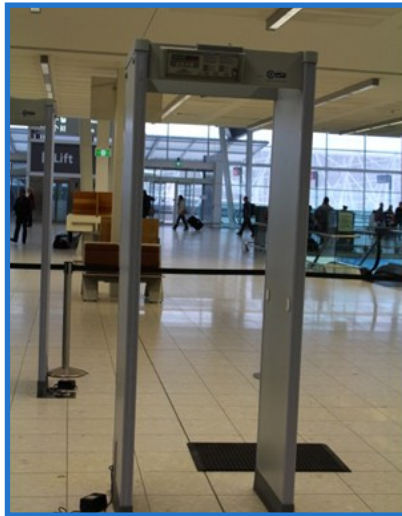
I will put all my items in the plastic trays provided. All laptops need to be taken out of their cases. If I am not sure I can ask the Security Staff to help me. My items will go through the X-Ray Machine and come out on the other side where I can collect them.



X-Ray Machine

GETTING THROUGH SECURITY CONT. / ✈️

To get to the other side I need to go through the metal detector. I then can then collect my bags on the other side. I can look for the sign to direct me to the right gate.



Scanner

What Can Happen at the Security Area?

Sometimes the following procedures may happen because the Security Team need to check something or do a routine check when I am going through security.

A buzzing noise goes off when you go through the metal detector

The security team will help you check to see what this is. Don't worry your items are safe on the other side and watched by Security Staff. The Security Staff will tell you what is making the buzzing noise and help you.

GETTING THROUGH SECURITY CONT. / ✈️

You are asked to open your case

If the Security Staff want to look at something in your bag they will ask you to open your case for them. If you have something in your case that cannot go on the plane, you may be asked to dispose of it before you go any further.



Opened Case

Random explosive trace detection

Sometimes at the airport, Security Staff will do random explosive trace detections on people when they pick up their baggage on the other side of the X-Ray Machine. You may be asked to stand to the side with your hand luggage and your hand luggage and yourself will be screened. This is ok, it only takes a few minutes and it will not make you late for your flight.



Explosive Trace Detector

GETTING TO THE GATE / ✈️

When I leave the Security Check Area, I can look up to see a set of screens. I can look here to check the time of my flight and the gate number if I need to.

My boarding pass will also show me my gate number and flight time.



Sign to domestic flights



Screen showing flight information

I will then continue walking through the shopping area until I reach the gate number that is shown on my boarding pass.



I will find a seat to sit down on and wait for my flight to be called.



WAITING TO GET ON THE PLANE / ✈️

Sometimes the flight may be delayed but the Airport Staff will announce it over the speaker if this happens. If I do not know what is going on, I can ask the Airline Staff at the gate entrance and they can let me know. I can use my coping tools to help me wait patiently.



Gate entrance

When it is time to board there will be an announcement over the speaker. I can pick up my hand luggage and belongings and line up with everyone else to get onto the plane. If I am not sure this is the right flight, I can look on the screen provided or ask one of the Airline Staff when I get to the boarding gate.



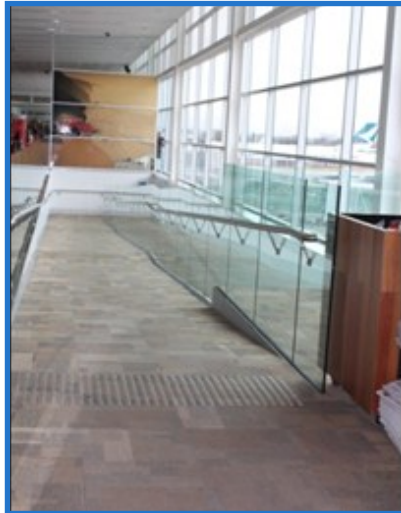
Where I line up and screen

At the boarding gate, the Airline Staff will ask for my boarding pass. This pass will go through the machine to be processed and then it will be handed back to me. I can then hold onto the pass and walk down the walkway.

WAITING TO GET ON THE PLANE CONT. / ✈️



Ticket scanner



Walkway

BOARDING THE PLANE / ✈️

The Airline Staff will let me know which way I need to go to board the plane.

When I get to the entrance of the plane, the Airline Staff will ask me for my ticket and tell me where to sit.

The number of the seat will be directly under the overhead compartment. If I am not sure, I need to ask the Airline Staff to show me to my seat.

I can put my hand luggage in the overhead compartment.



Overhead Compartment

I can then sit in my seat. If I have someone sitting on the side of me, I may need to get out of my seat to let them pass to sit in their seat. I can then put my seat belt on.



Airplane Seat

The Airline Staff will let me know if I need to do anything else. I can ask the Airline Staff if I need any extra help. Before the plane takes off, I will need to listen to the safety presentation provided by the airline.

After this the plane will take off and I can sit back and enjoy the flight.

PICTURE REFERENCES / ✈️

Picture References

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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

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