



Help for people with hidden disabilities

Easy English

About this book



This book is written by Adelaide Airport.



It is about some of the things we do to help people with disabilities.



We can help you if airports make you scared or worried.

Blue words



Some words in this book may be hard.

The first time we write a hard word

- the word is **blue**
- we will tell you what the hard word means.

You can get help with this book



You can ask someone to help you

- read this book
- get more information.



Hidden disabilities

We want to make sure people with disabilities can use the airport.



We include people with **a hidden disability**.



- **A hidden disability** is a disability that people might not see.

Some examples of a hidden disability



- autism



- intellectual disability



- mental health



A sunflower is the sign for hidden disabilities.

The Hidden Disabilities Program



Airports can be stressful and confusing for people with a hidden disability.



It is hard if airport staff do not know you might need help.



That is why we have the **Hidden Disabilities Program**.

We will call it the program.



The program has 4 different things to help people with hidden disabilities.

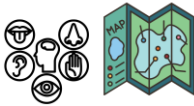
These things are



- Sunflower lanyards



- Elmo the dog



- Sensory maps of the airport



- Social stories about the airport



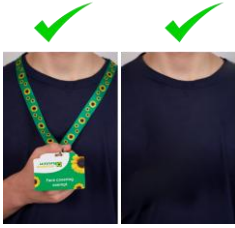
Sunflower lanyards

A **lanyard** is a long piece of material like a ribbon or a cord that you wear around your neck.

People use them hold things like an ID card or keys so they do not lose them.

You can wear a sunflower lanyard to show airport staff that you have a hidden disability.





You can also choose to **not** wear a sunflower lanyard.

It is your choice.



You can still ask staff for help if you do not wear a sunflower lanyard.



You can get a sunflower lanyard from Adelaide Airport.



It is free.

How to get your sunflower lanyard

You can



- Go to the **Welcome Desk** when you are at the airport.
- The **Welcome Desk** is a place where you can ask questions and get information about Adelaide Airport.



This map shows you how to find the Welcome Desk.

or



- Call us on 08 8308 9211

or



- Click this link to fill out the form on our website.

<https://adelaideairport.com.au/travellers-guide/special-assistance/request-a-lanyard/>

When your lanyard is ready you can



- Pick your lanyard up from the Welcome Desk

or



- Ask us to mail your lanyard to you.

Elmo the dog



Elmo has a special job at the airport.



He can help you if airports make you feel scared or worried.



You can spend time with Elmo before you fly to feel calm.



You can give Elmo

- a walk



- pats



- cuddles

How to get time with Elmo



You need to make a booking.



You can see Elmo for up to 45 minutes.



Elmo works most days but **not** Wednesdays and weekends.



To make a booking click this link.

[Assistance Walk \(office365.com\)](https://office365.com)

Sensory Maps



We have **sensory maps** to help you get around the airport.



- A **sensory map** is a map that shows where there might be

- bright lights



- loud noises



- strong smells.



Sensory maps can help you find a calm place to take a break.

You can find our sensory maps on our website at this link.



[Hidden Disabilities - Adelaide Airport](#)

Social Stories



We have **social stories** to help people know what to expect at the airport and on the plane.

- A **social story** is a short story that helps people understand how to act in different situations, what will happen and what they can do.



We have 2 different social stories about **arrivals** and **departures**.



- **Arrivals** is when you come to the airport on a plane.



- **Departures** is when you leave the airport on a plane.

Contact information



If you have questions or you would like more information about the program, contact us.



Phone 08 8154 9587



Email accessandinclusion@aal.com.au