



Airport Awareness

Travel advice for parents and carers of children who may have difficulty travelling through an airport terminal.

LAUNCESTON
AIRPORT



Introduction

Welcome to Launceston Airport's 'Airport Awareness' booklet for parents and carers of children who may experience difficulty travelling through the terminal, to help them understand what will happen on their journey through Launceston Airport.

Check-in process

Security screening

Departure Lounge

Boarding the plane

When you arrive

A suitcase's journey



At Launceston Airport we realise how stressful travelling around an airport can be for children with difficulties, especially when it's a break in their routine and they are unsure of what to expect.

This booklet will take you on the journey through Launceston Airport, using photographs and pictures to explain the process you will take. It has been divided into the various stages of your journey through the airport, describing what you will see and hear, from arriving at the airport, going through security and continuing through, to returning back home.

In each section there is a tick box for you to interact and engage with your child in the sights and sounds along your journey through the airport. There is space at the back of this book for your child to jot down any worries they may have and also a fun zone to fill time when you may be waiting around.

We are committed to making every passenger's journey as easy and stress free as possible. We have many different passengers who pass through Launceston Airport, all with different needs, and this booklet is just one of the ways we can help with their experience of the airport.

We also welcome any feedback you may have about this book or suggestions on how we can make your journey easier through Launceston Airport to **www.launcestonairport.com.au**

Check-in Process

At the kiosk, you or your parent/carer will enter your booking reference and follow the on-screen prompts to print your baggage tag and boarding pass. Each bag is given its own identification label to ensure it will arrive when you do.

Next, attach the bag tag to the side handle of your suitcase, then proceed to any baggage drop. Select your airline and follow the prompts. Each bag is weighed individually and sent for loading onto the plane.

If you have any issues, visit the service desk, and the staff will be happy to assist.

After this, you'll head through security.



Did you see or hear...

- Announcements in the terminal
- Trolleys with suitcases loaded on them
- Kiosk screens to check in
- People with suitcases
- Check-in kiosks
- Baggage tags
- Screens with departure times
- The baggage drop for your suitcase

Security Screening

When it's time to go through security, you will probably have to line up with other passengers. This is where your hand luggage and other items are placed into trays that will go through the X-ray machine. You will also need to empty your pockets and place your personal items into a tray as well. Sometimes you might need to put your belt and shoes through too.

Your things will only be away from you for a matter of minutes. The trays travel along a conveyor that goes through the X-ray machine - you can even see your tray come through the other side.

You'll go through a screening process, where a staff member will guide you. If the machine detects anything unusual, they'll check you, and once everything is cleared, you're good to go.



Did you see or hear...

- Security staff
- The plastic trays
- Rollers moving trays along
- Your bag coming through the X-ray machine
- The area to pick up your items out of the tray
- Any announcements

Departure Lounge

The departure lounge offers different things for different passengers. So if you want to do some shopping, have a sit down meal or light snack, or relax and prepare for your flight, it is all here for you.

You can see details about your departure time on the flight information signs. When your flight number says BOARDING... that is when your plane is ready to board.

Once you have reached your gate, you will find seats to use before you can start boarding the plane.



Did you see or hear...

- The shops
- Seats
- Screens with boarding details
- Any announcements
- Airplanes out of the window
- Signs to your boarding gate

Boarding the plane

Once your boarding pass has been checked by the staff at the gate you will make your way onto the plane.

To get to your plane you will walk straight out of the terminal, out onto the apron and up the steps to the door of the plane. At the door the cabin crew will meet you, look at your boarding pass and direct you to your seat.

This is the time to get settled in. Now you can stow your cabin baggage, put on your seatbelt, pay attention to the cabin crew instructions, then maybe get to watch a movie, read a book or listen to your favourite music.



Did you see or hear...

- Steps to the plane
- Your boarding pass being checked
- Planes on the airfield
- Your seat on the plane
- The cabin crew on the plane
- Suitcases on trailers being loaded

When you arrive

When you land, the plane might be quite noisy while all the passengers are getting off. Make sure you get all your personal belongings before you leave the plane. You will either get off the plane onto steps, or through an airbridge to make your way to the terminal.

Once in the terminal you may have to pick up your suitcase from the baggage claim area. Look at the information screen to find out which carousel to collect your suitcase from. In this area you might see uniformed staff with sniffer dogs waiting for passengers to come through. These well-behaved dogs are specially trained to sniff out illegal items and fruit and vegetables in people's bags.

Follow the signs to get into the arrivals area where you might need a taxi or be met by a family member.



Did you see or hear...

- Your suitcase on the carousel
- Sniffer dogs at the terminal
- People waiting at arrivals with signs
- The pilot on the plane telling you that you have landed

A suitcase's journey

At check-in, you place your bag at the baggage drop, where it is sent off on a conveyor belt.



Your suitcase was sent to security, X-rayed and passed onto the baggage system.



While you were browsing the shops and in the seating area, your suitcase was being packed up with the other cases for your flight.



When you are called to board your flight, your suitcase will be on the baggage truck and driven out to your plane to be loaded.



Before the plane takes off, you and your suitcase will be on the same plane ready to meet again when you land.



When you land, you will pick up your suitcase from the baggage carousel.



My worries page...

Please use this page as a space for you to let your parents or carers know what you are worried about when you are going through the airport.

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Can you tell me...

Below are some questions other people have asked. Trace the coloured lines to find the answers.

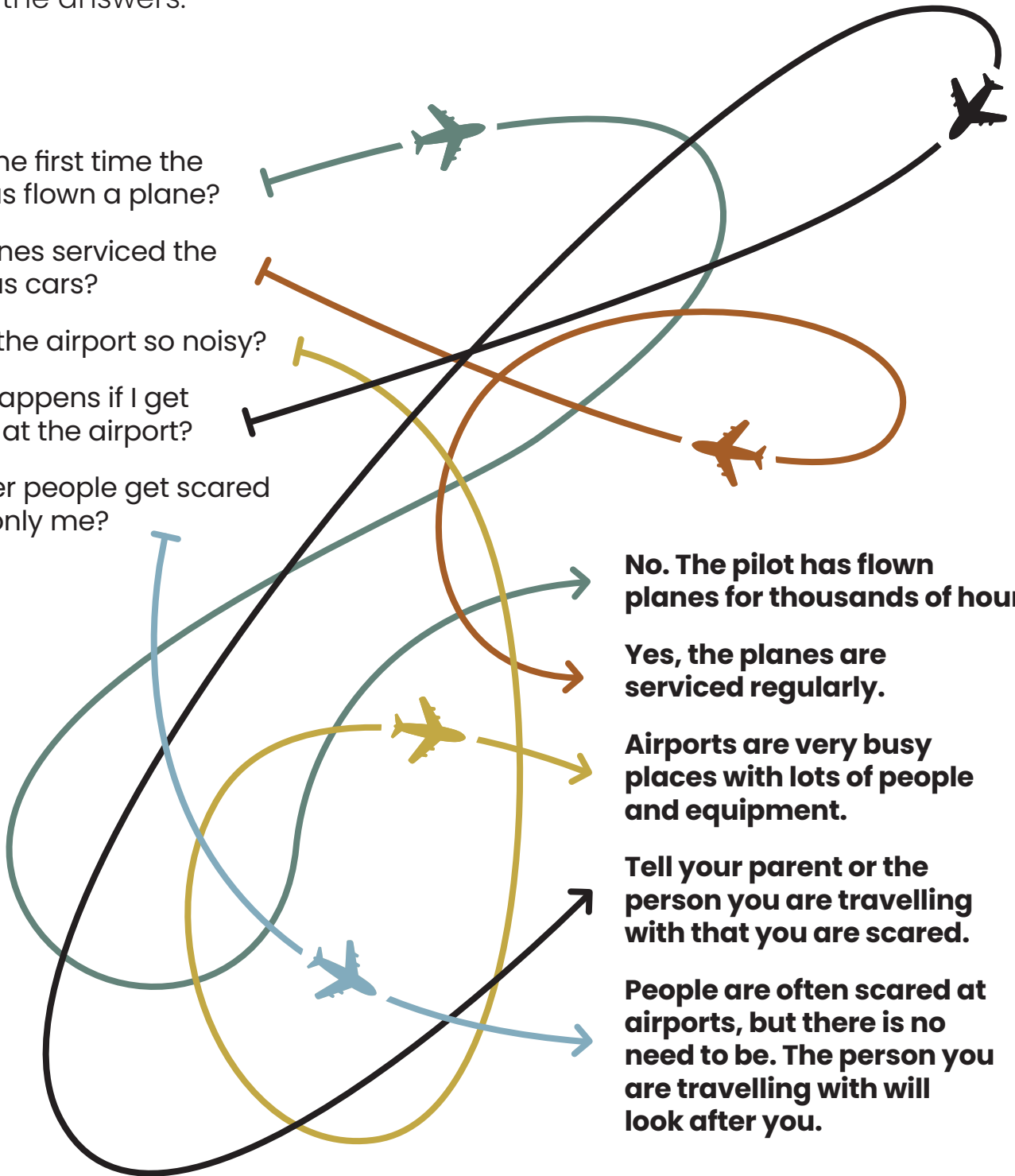
Is this the first time the pilot has flown a plane?

Are planes serviced the same as cars?

Why is the airport so noisy?

What happens if I get scared at the airport?

Do other people get scared or is it only me?



No. The pilot has flown planes for thousands of hours.

Yes, the planes are serviced regularly.

Airports are very busy places with lots of people and equipment.

Tell your parent or the person you are travelling with that you are scared.

People are often scared at airports, but there is no need to be. The person you are travelling with will look after you.

Who can I ask?

Please use this page to write down your worries you might have, and who you can ask to help. What did they tell you?

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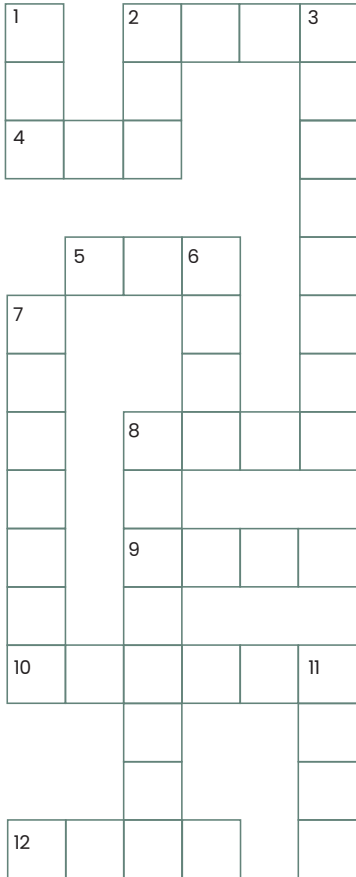
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Puzzles and Fun...



Small Crossword

Use the clues below to fill in the crossword puzzle.

ACROSS

2. Where you will sit in the plane
4. X- _ _ _ , the machine used in the security process
5. This is what you carry all your belongings in
8. At the check-in you hand in your tickets to be checked
9. You check to see what your flight departs on the flight display screens
10. You hand this in at the check-in desk to get your boarding pass
12. At check-in you are given a boarding _ _ _ _

DOWN

1. You might travel to the airport in one of these
2. The plane flies up in the _ _ _
3. If you need a taxi you will need to wait here (4,4)
6. You will be told to go to one of these to board your plane
7. You travel here to get your flight
8. You go through a metal _ _ _ _ _ _ _ _
11. Put your personal items into one of these to go through the X-ray machines



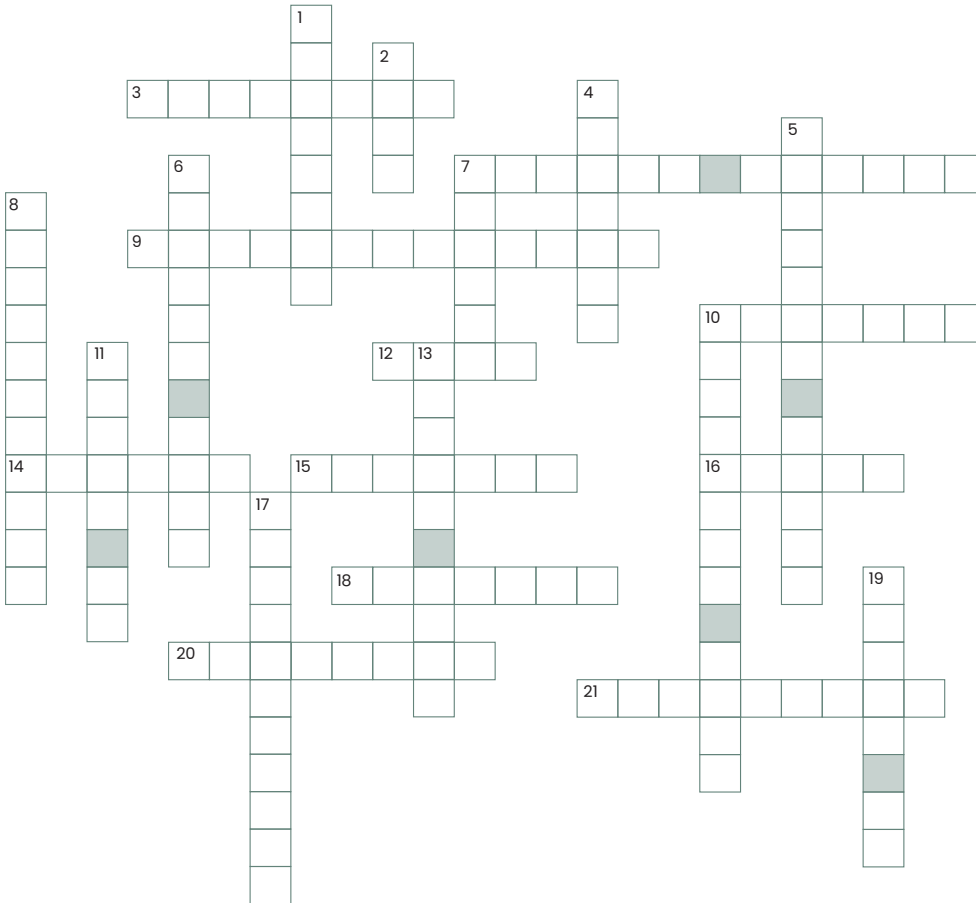
Word Search

All of the words below are hidden in the grid. Look for words diagonally, left to right, right to left, and up or down.

- | | |
|------------------------------------|-----------------------------------|
| <input type="checkbox"/> Gate | <input type="checkbox"/> Seat |
| <input type="checkbox"/> Journey | <input type="checkbox"/> Security |
| <input type="checkbox"/> Passenger | <input type="checkbox"/> Suitcase |
| <input type="checkbox"/> Pilot | <input type="checkbox"/> Terminal |
| <input type="checkbox"/> Plane | <input type="checkbox"/> Xray |

Large Crossword

Use the clues below to fill in the large crossword puzzle.



ACROSS

3. A flight that begins and ends in the same country
7. The letters and numbers which identify the name of the airline and the date (2 words).
9. A flight that takes off in one country and lands in another country.
10. An American variant for the word "luggage".
12. The place at an airport where people get on a plane.
14. A piece of paper that shows that you have paid for a journey on a plane.
15. A wheeled cart pushed by hand and used for moving heavy items.
16. A situation in which a plane leaves or arrives late.
18. The place at the airport where officials check that the goods that people are bringing into a country are legal, and whether they should pay customs duties.
20. A large building at an airport where passengers arrive and leave.
21. The time when a plane, bus, or train leaves.

DOWN

1. An official document with your photo and showing which country you are a citizen of.
2. A mark in your passport that allows you to enter or travel to another country.
4. Bags and suitcases in which you carry your belongings while traveling.
5. An area in an airport where arriving passengers can pick up the luggage after a flight (2 words).
6. A seat that is next to a window on a plane (2 words).
7. A journey through air in a plane.
8. A statement of taxable goods or subject to duty.
10. The card you show before boarding a plane (2 words).
11. Registration as a passenger for a flight.
13. A seat next to a passage in an airplane (2 words).
17. Booking a seat for the day you want to travel.
19. A bag or suitcase that you can take with you on the airplane (2 words).

Word Jumble...

Can you unjumble these letters to form words to do with the airport?

aplen _ _ _ _ _

syeuritc _ _ _ _ _

bsag _ _ _ _

gbrodain saps _ _ _ _ _

gspaseren _ _ _ _ _

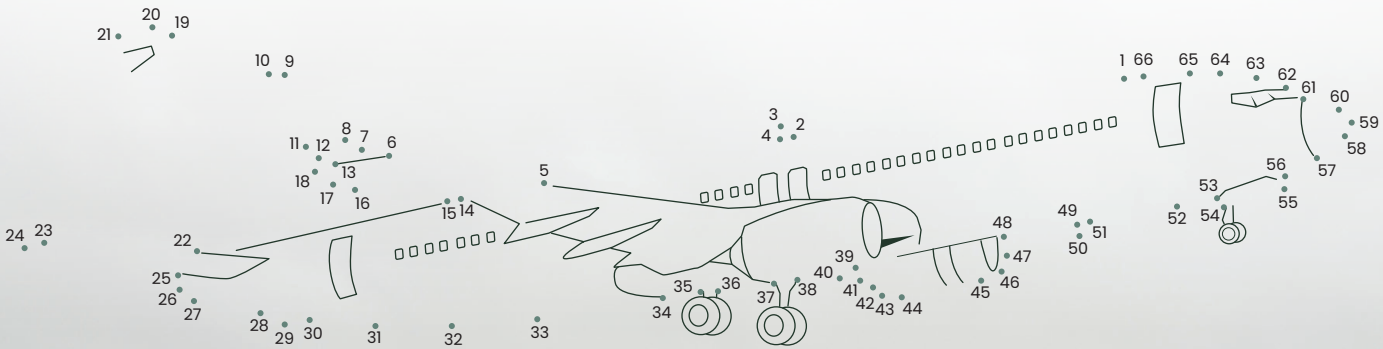
Spot the difference...

Find and circle 10 differences between these two pictures.



Dot to Dot...

Join the dots (starting from 1) to reveal the shape of something you would find at an airport.



Puzzle Answers...

Don't read on unless you want the answers to the puzzles!

Small Crossword



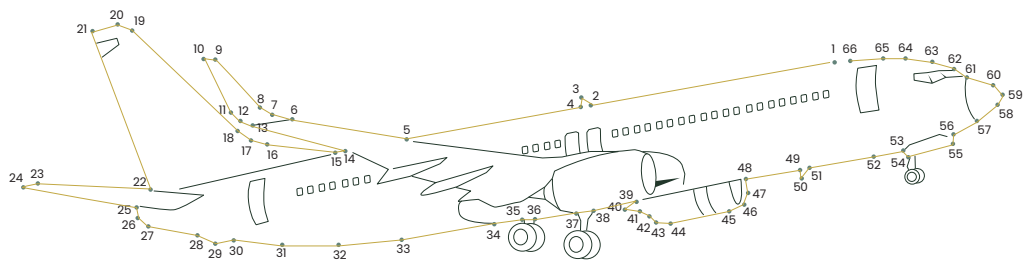
Word Find



Word Jumble

aplen plane
 syeuritc security
 bsag bags
 gbroadin saps boarding pass
 gspaseren passengers

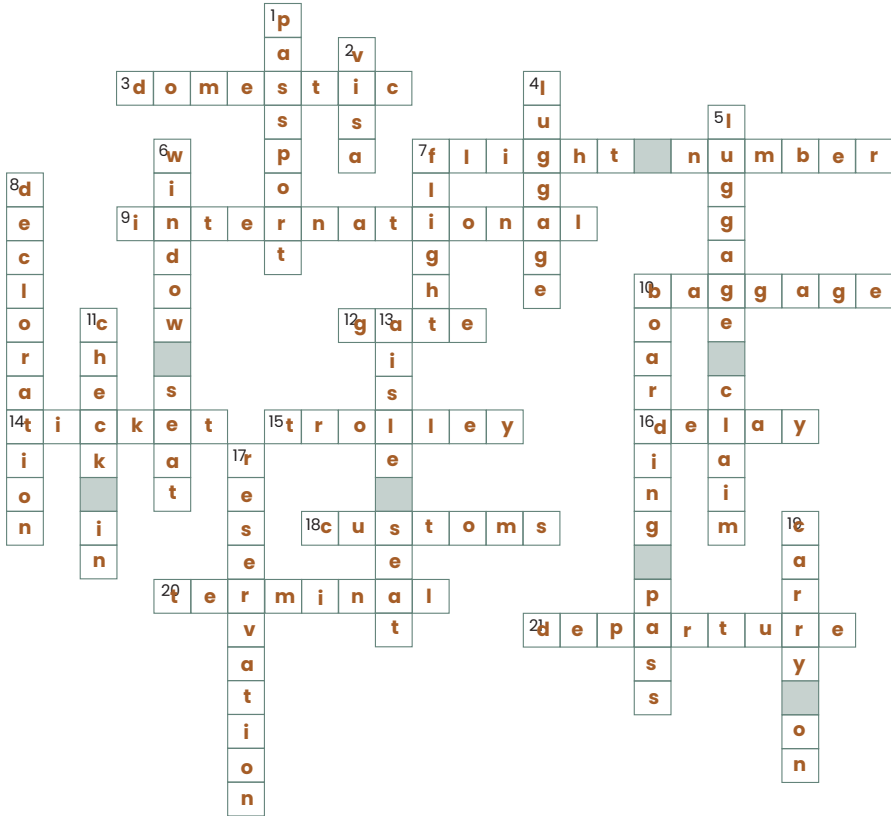
Dot to Dot



Puzzle Answers...

Don't read on unless you want the answers to the puzzles!

Large Crossword



Spot the Difference





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