



HIDDEN DISABILITY GUIDE

A guide for all members of the community, including passengers and visitors with a hidden disability, which details services and facilities available at Gold Coast Airport

Contents

PRIOR TO ARRIVAL	2
ONLINE PLANNING TOOLS	2
Terminal sensory map.....	2
Visual journey social story	2
Passenger journey video.....	3
My airport activity book	3
Lanyard identification program	3
TERMINAL FACILITIES.....	3
Quiet entry.....	3
Sensory friendly bathroom	3
Low sensory space	3
Reserved seating.....	4
GCA AmbassaPAW therapy dogs	4
AIRLINE CONTACTS	4
AirAsia X.....	4
Air New Zealand.....	4
Jetstar	4
Qantas.....	4
Scoot	4
Tigerair	4
Virgin Australia.....	4

PRIOR TO ARRIVAL

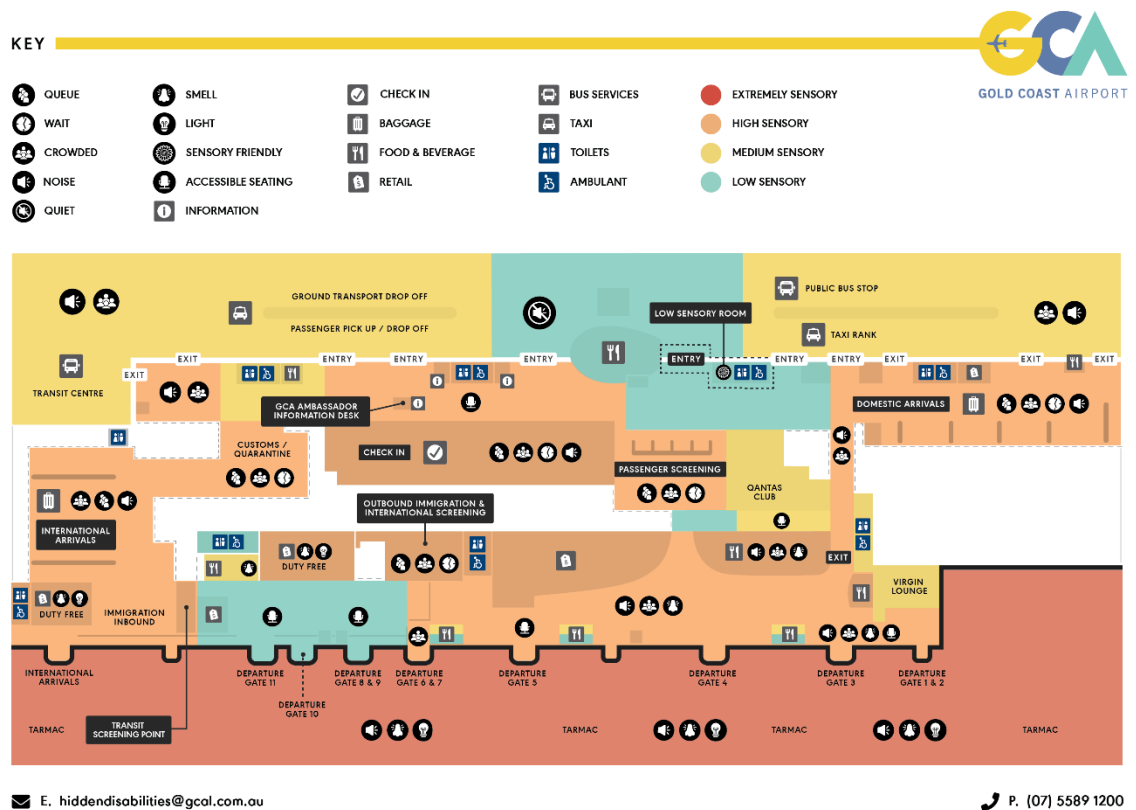
Gold Coast Airport has one main terminal, hosting both domestic and international arrivals and departures.

A range of online preplanning resources have been developed to ensure that everyone’s journey through Gold Coast Airport is as smooth as possible.

ONLINE PLANNING TOOLS

Terminal sensory map

Airports are often crowded and noisy places. We have developed a terminal sensory map that identifies low, medium, high and extremely high sensory areas. This can help you navigate your way through the terminal and can prepare you for crowded areas, additional noise, smells and lights. It identifies areas where you can stop and be in a quieter area if required.



Visual journey social story

Visual social story journeys are designed to assist people in understanding how an airport works and what to expect. The story can help you prepare for your journey. There is a journey story for our domestic and international processes in an easy to understand animation.

Passenger journey video

We want all our guests at Gold Coast Airport to be as comfortable as possible, so we have created the videos to help you prepare for your time at Gold Coast Airport. These videos can help you to navigate your journey through the terminal.

My airport activity book

An activity book has been created for children traveling through Gold Coast Airport. This activity book has activities that can be completed along each step of the terminal journey. There is an i-spy for children to find different things, colouring in, and a find a word. Checklists of some of the important things we all have to do are also included. Children can tick off the items such as check-in, security checks and boarding the plane as they are completed.

Lanyard identification program

If you or someone you are travelling with has a hidden disability, you can request a hidden disability lanyard. Wearing a sunflower lanyard when you are at Gold Coast Airport is a discreet way for you to indicate to our team that you may need a little extra help, guidance or time with the airport processes. Our team are trained to recognise the lanyard and provide the assistance and support you may need.

TERMINAL FACILITIES

Quiet entry

You can find a quiet entrance in the middle of the terminal in between the café and the Skybus stop. This entrance is usually a quieter entrance with less people and less noise. When entering there is signage to show you where to go. Turn left for domestic arrivals and baggage claim. Security screening is in front. Turn right for passenger check-in for all airlines. If you walk past the check-in area you will come to international arrivals.

Sensory friendly bathroom

The sensory friendly bathroom does not have hand dryers. Paper towels are provided instead. This bathroom can be found near the quiet entrance. It is in between the security screening area and domestic arrivals. The bathroom can be accessed by anyone although could be a helpful option for anyone who finds the noise of hand dryers uncomfortable or frightening. You will find this bathroom labelled on the terminal sensory map.

Low sensory space

A low sensory space is an area of the terminal that is generally less crowded than other areas. A low sensory space might be quieter. Some spaces could be used for guests to have a break before moving into the next area in the terminal.

Reserved seating

Reserved seating can be found at each boarding gate area in the departures lounge. These seats are aqua in colour and have a sign that says, "Reserved seating". The boarding gates are a busy area of the terminal. The reserved seating allows people to have a place to sit, particularly if no other seats are available. People who are using a 'hidden disability lanyard' are welcome to use these seats to wait for their plane to board.

GCA AmbassaPAW therapy dogs

Gold Coast Airport's AmbassaPAW Program engages volunteer therapy dogs to help alleviate the stress often associated with travelling. You will find our friendly therapy dogs spreading smiles throughout the terminal. Feel free to stop in for a cuddle with the furriest members of our Gold Coast Airport Ambassador team.

AIRLINE CONTACTS

Passengers requiring assistance to get to their aircraft will need to contact their airline directly as this service is provided by each individual airline.

AirAsia X

Phone: 1300 760 330
Web: www.airasia.com

Scoot

Phone: +612 8520 1888
Web: www.flyscoot.com

Air New Zealand

Phone: 13 24 76
Web: www.airnewzealand.com.au

Tigerair

Phone: +612 8073 3421
Web: www.tigerair.com

Jetstar

Phone: 13 15 38
Web: www.jetstar.com

Virgin Australia

Phone: 13 67 89
Web: www.virginaustralia.com

Qantas

Phone: 13 13 13
Web: www.qantas.com.au

Gold Coast Airport Pty Ltd Level 1, Airport Central 1 Eastern Ave, Bilinga Q Australia PO Box 112 Coolangatta Q 4225
Phone: +617 5589 1100 Fax: +617 5536 2838 Email: hiddendisabilities@gcal.com.au Web: www.goldcoastairport.com.au

The information contained in the Gold Coast Airport Hidden Disability Guide outlines the current facilities and services available. This plan has been prepared by Gold Coast Airport Pty Ltd.

