

DOMESTIC DEPARTING JOURNEY

This social story is a guide on what to expect and how to prepare for your departing domestic flight from Cairns Airport.





People fly for different reasons. They could be going on a holiday, travelling for work or visiting family or friends.

WELCOME TO CAIRNS AIRPORT

CHECK IN • DEPARTURE LOUNGE • ARRIVAL GATES 16-22



Airports can be busy, so we encourage people to arrive at the airport at least 1.5 hours before your domestic flight so you don't have to rush.



There are several transport options available to get to Cairns Airport, some of these include: Taxis, Rideshare and Shuttle Bus services. Otherwise, you can always get dropped off by a family member or friend or park your car on-site in our dedicated Cairns Airport Parking areas.





It is important to be prepared before your flight, including understanding airline requirements and what you can take on the plane.



Checked-in baggage is a larger bag which will hold your items that you will need when you get off the plane at your end destination.



Carry-on baggage needs to be small and does have a weight restriction, so just include the things you need in the airport and on the plane in this bag. Some of these items include: headphones, book, tablet, phone, laptop or water bottle.



Before you go on the plane, there are a few things you need to do. If you have not already checked-in at home, you will need to do so at the airport. At times, the check-in area can be quite busy and noisy.



Depending which airline you are flying with you may have the option to check-in via a kiosk, otherwise an airline staff member can assist you at a check-in counter and provide you with your boarding pass and tag for your check-in bag.



If you have a large check-in bag you will need to place it on the conveyor belt at check-in. The belt will deliver your bag to your flight, and you will be able to collect it at your end destination.



Once checked in for your flight you will need to go through security screening. You will need to join the queue and wait.



Security screening makes sure everyone is safe to fly. You will be asked to place some belongings on the tray from your carry-on bag and/or pockets. Some of these items include phone, laptop, aerosol can, belt and hat.



You will then be asked by a security staff member to walk through the body scanner by yourself. You may hear some beeps, this is normal. Just listen to the security staff as you may have to go through the body scanner again.



After your items have been scanned, you can collect your belongings.



Sometimes you may be asked to do another check once you have collected your belongings. The security staff will use a handheld wand with a pad to touch your clothes and shoes. They may also touch your bag with the wand. This is safe and normal.



After security screening, you will enter the Departures Lounge where you will wait for your plane.



**You will find lots of options to purchase something to eat or drink.
You can also browse the shops.**



If you brought your own water bottle, there is a water refilling station opposite Oporto.



If it is too bright and noisy, or you would like somewhere quieter to sit and wait, you can visit our Quiet Room which is located up the escalators right behind the Aviation Pioneers Display. The entry to the Qantas Lounge is also located in this area.



There is also a seating area outside the Quiet Room where you can do some plane-spotting.



Your boarding pass will tell you the gate number for your flight and the time to be at the gate to board your plane.



 You can also look at the flight information screens which will give you updated information about your flight. It is good to check these screens regularly in case your plane has been delayed or moved to a different gate.



When it is time to go to your gate, let the airline staff know if you need help getting on the plane.



Join the boarding queue and wait. When you meet the airline staff, show them your boarding pass and they will scan it.



Follow the other passengers and walk along the designated walkway to your plane. The tarmac is noisy, and you may smell fumes from the plane.



You will be greeted by another airline staff member on the plane who will check your boarding pass and remind you where your seat is.



Find your seat and follow instructions from the airline staff until you are off the plane.



Enjoy your flight! If you have a window seat, be sure to take some pictures.



Remember, if you are ever unsure of what to do or become overwhelmed at any time, speak to airport staff or a Cairns Airport Ambassador in their bright blue shirts for assistance. We are here to help you.



Finally, don't forget to wear your sunflower lanyard and/or badge when travelling through Cairns Airport. Airport staff are trained to recognise these items and provide additional support if required.

