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Ensuring a Smooth Journey

A Guide through the Brisbane Airport's **International** Terminal

for People Living with Dementia and
their Travel Companions



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Download this Guide at the Dementia KT hub:

<http://dementiakt.com.au/resource/airport-user-guide/>

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Introduction



Welcome! If you or someone close to you has been diagnosed with dementia, you are certainly not alone. In Australia over 400,000 people are living with dementia.

A diagnosis of dementia does not mean you need to stop enjoying life. Many people take the opportunity to travel as they get older, in fact close to one million international trips are taken by Australians aged over 65 each year.

In Australia, in 2016, that figure was over 400,000 including around 26,000 people aged 30 to 65 with early onset dementia.

National Centre for Social and Economic Modelling NATSEM (2016) Economic Cost of Dementia in Australia 2016-2056

Air travel can be stressful for anyone but may be especially so for someone with dementia, particularly when faced with busy, unfamiliar environments.

This guide aims to help make your travel as simple and enjoyable as possible. It takes you from planning your journey and getting to the airport, through to the departure gate and returning safely home again.



Find more info at the Brisbane Airport Corporation website - updates, maps, information, and suggestions



Preparing for your journey

Prepare early

Plan your travel well in advance

- Talk to your GP and medical specialist about your plans and any concerns you may have. They will give you specific advice based on your individual abilities and circumstances.
- Plan a short trip by air as a trial run if you are unsure how well you and your companion can cope with long-haul travel.
- Consider more than one travel companion for a big trip or if the person with dementia will require someone with them at all times.
- Consider flexible stopovers to allow gradual adjustment to different time zones.
- Before booking, talk to the airline about the special assistance they can offer people with disabilities. Some airlines will escort you through the security and immigration checkpoints and on to your boarding gate.
- Book seats that will suit your needs, e.g. aisle seats, or seats close to toilets. You can often find the aircraft's seating plan online and choose your seats yourself.
- Visit the airport beforehand to help familiarise yourself with it. Airport Ambassadors can show you around. Email to arrange: itb.ambassador@bne.com.au

- Give family a copy of detailed itinerary and register with Smart Traveller

Arrange travel essentials -

- Travel insurance cover
- Passports and visas
- Currency for the country you'll be arriving in
- Travel card – a prepaid card you can use for purchases or ATM withdrawals while overseas.
- Medications and prescriptions including, if necessary, a letter from your doctor
- Mobile phone, Mobile phone/charger (with SIM card , for use overseas, e.g. Travel Sim)

If you use a smart phone consider downloading the free Brisbane Airport App



See Alzheimer's Australia's *Travelling and Holidays with Dementia* booklet



What to pack

- Don't overload yourself with luggage; lightweight cases with wheels are easiest
- Keep your carry-on bags to a minimum
- Ensure any liquids, gels or creams (including drinks) in your carry-on, are 100ml or less.
- Keep copies of all important travel documents separately to the originals.



Check the lists of items that are not permitted in checked luggage and carry on/ hand luggage on the Travelsecure website.



On-board survival kit

Along with the essentials, bring along some things to provide comfort, distraction and fun while you travel.

- Noise cancelling earphones, headphones or earplugs
- Earplanes – earplugs that reduce the rate of pressure change in the ear while flying and throughout descent, and help with noise reduction. (available at pharmacies)
- Eye mask
- Favourite snacks
- Chewing gum / mints
- Book / magazine
- Pen, paper, word puzzles
- Eye drops – for dry eyes
- Lip balm / moisturiser
- Paracetamol
- Prescription medications (enough for several days)
- An extra layer to keep warm
- A change of clothes

Ensure you get the timing right for taking medications. If you are crossing an international time zone, you may need to make adjustments. Check with your doctor or pharmacist in advance.

Air travel tips

Tips from people living with dementia and their travel companions

- Find an airline you like and stick with them. Familiarity with the airline may help reduce anxiety.
- Book a flight that leaves at a quiet time of day. For example, some airports are very busy between 6am and 10am and 4pm to 7pm. It will be a lot easier for you to find your way and access assistance if you are travelling outside the busiest times.
- Find out about the airport prior to the day of your trip. Look for information on the airport website and go and visit the airport if you can. There may be special parking zones for people with a disability that you can use.
- Don't be afraid to ask for help. It may be helpful to explain a little bit about dementia and your need for assistance.
- Keep hand luggage to a minimum.
- Plan to arrive at the airport at least two hours early to allow for unforeseen delays. Go through the security checkpoints straight away and then find somewhere to relax that is quiet and out of sight of visual and aural disturbance.
- Wear a lanyard with a pocket around your neck, where you can safely tuck away your travel documents in a place that is easy to access when you already have your hands full.

- Schedule connecting flights to enable you to have enough time to break your travel and make your next flight, without rushing or having too long to fill-in waiting.
- Some people with dementia may become upset or agitated at particular times, such as during boarding, or at take-off and landing. To help reduce anxiety try distraction techniques, such as listening to music with noise cancelling headphones, or eating a favourite snack.



Read the Travelling information sheet online at Alzheimer's Australia for more ideas and advice.

**Planning + Preparation +
Assistance**

**= enjoyable and rewarding
air travel!**

Whether to travel or not

Travel will be simpler during the early stages of dementia. In later stages, the person may experience greater anxiety, disorientation and distress.

It may be advisable not to travel if the person with dementia:

- Has consistent disorientation or agitation in unfamiliar settings
- Wants to go home again when away for just a few hours
- Has delusional, paranoid, aggressive or disinhibited behaviour
- Has problems managing continence
- Becomes tearful, anxious, agitated or withdrawn in crowded, noisy settings
- Has difficulty sitting for periods of time or needs to keep walking around

Talk to your doctors in advance if travel seems necessary even when such symptoms do occur.

Checklist for departure

- ☐ Passports, for yourself and your travel companion
- ☐ Departure cards (from your airline at check in or from the departure-card kiosk on Level 2)
- ☐ Hand luggage - with all prescription medication and your onboard survival kit
- ☐ Copies of important documents for travel, kept separately to the originals
- ☐ Assistance arranged with airline/s



Getting to the Airport

Planning your arrival at the airport

It is essential to arrive at the airport at least 2 hours before your flight. There can be long queues at check-in, security and passport control.

If you allow yourself plenty of time, you will have time to relax once you are through to the departure area.



Check the Brisbane Airport Transport Option web page.

Transport options



Taxi / Ride share

This is a convenient door to door option. When you book:

- check whether the driver will take your luggage into the airport terminal for you
- ask if they offer a concession for persons with a cognitive disability.

If you arrive by car you will enter at Level 4 and then you can walk straight through to your airline for check-in.



Train

There is a train station at both the international and domestic terminals.

If you arrive by train at the international, you enter the terminal on Level 3. Take the lift to Level 4.



Find out more or make a booking on the Airtrain web page



Bus

Con-x-ion Airport Transfers provide a door-to-door transport service to and from Brisbane, the Gold Coast and Sunshine Coast.

Book online or phone 1300 584 874.



Find out more or make a booking on the Con-X-ion web page



Parking

If you drive yourself and intend to leave your car at the airport there are many options for parking, including a valet parking service.

Book parking online beforehand, and check details of shuttle services to the airport terminal, if necessary.

**Note where you've parked!
Write the carpark level,
colour, and parking bay
number on your carpark
ticket and keep it
somewhere safe.**



Find out more or make a booking on the Brisbane Airport - parking web page

International Terminal

Pick up / Drop off





Airport Ambassadors

If you need help, assistance is available during peak periods from the Brisbane Airport Ambassadors.

Airport Ambassadors are:

- easily recognisable in their bright blue shirts
- volunteers
- able to assist you with directions through the airport, and can accompany you along the way
- not able to assist you with carrying luggage and heavy items.

Find them at the Information desk on Level 4. Email for further details: itb.ambassador@bne.com.au



Checking in & Flying out

When you reach Level 4 depending on the time of day, it can be very busy, noisy, and crowded.

If you need time to pause and get your bearings, there is a comfortable seating area near the entry to Departures.

Look for the row number for your airline on the large screens and join the queue for check-in.



Check-in

When checking in you'll be given your boarding pass and baggage claim.

Remember to obtain your departure card/s and ask about:

- checking your luggage through to your final destination
- your seat allocation.

There are also kiosks for self-check in and bag drop.

Service staff are available to help at any time.

After you have checked in, fill out your Departure Card.

You might also like to use the toilet facilities.

Queues can sometimes be long at security and passport control.



Departures

Once you have checked-in, enter departures through one of the large yellow departure portals.

One of the departure portals has a lift nearby. Take the lift to Level 2.



Departure card

If you did not get a departure card at check-in you can get one at the departure-card kiosk. You need to complete a departure card for each person.



If you have the BNE Phone App and have used it to pre-fill your departure card/s you can print them at the departure card kiosk.

Soon you won't need to fill out a departure card as they are being phased out.

Security

Security Check

Before entering security – place your valuables, including your wallet and passport, into your bag.

If you have any liquids more than 100ml at this point, they will need to be surrendered at security screening and will not be returned to you.

Check your hand luggage before leaving home to ensure you have no forbidden items in your possession.

This will save you time and stress.

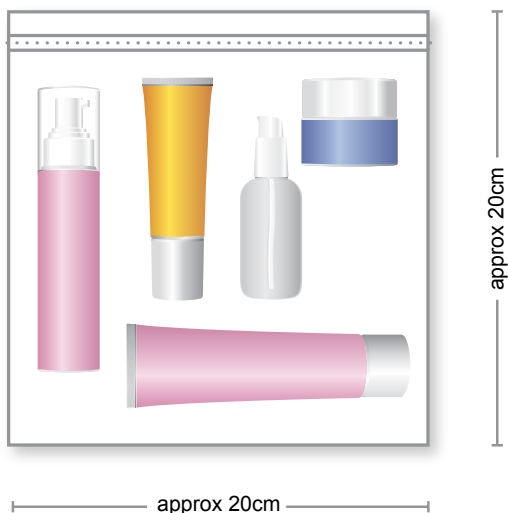


Carry-on

At the security checkpoint your hand luggage will be scanned.

Liquids, aerosols and gels less than 100mls need to be placed in a 1 litre, transparent sealable-bag available at the screening point.

Any prohibited items will have to be surrendered.



Body scanner

You may be randomly selected to go through the body scanner. You will be asked to press a button and if it lights red you will need to pass through the body scanner. This only takes a couple of extra minutes.

Advise Security that you are / or are accompanying a person with dementia. Ask if you can stay within sight of each other, for reassurance.

You will be instructed to step into the body scanner and asked to hold your arms out to the side and face the front of the scanner and then you'll be asked to turn around and face the back of the scanner.

If you are not selected for the body scanner you will walk through the regular security point.



Find out more about security screening on the BAC website

Passport control and customs check

At this point, you will need the following for yourself and your companion:

- Passports
- Boarding passes
- Departure cards

If you have requested special assistance you will be guided through this process.

Ask for help if needed.



Once you have cleared Customs you enter the duty free shopping zone. You will need to walk through this area to the departure gates.



Check the duty free regulations for when you return to Australia

Departure gates

When you leave the duty free shopping space, turn right to find your departure gate:

- Gate 81 is directly in front
- Gates 69-80 are to the left
- Gates 82-87 are to the right



Waiting for your flight

If you allowed plenty of time for your flight, you should have some time now to sit and relax.

There are plenty of options to buy something to eat or drink as well as places to sit and watch the aircraft taking off and coming in.

Check the Departures screens for your flight details and boarding time.

Be sure to go to your departure gate in plenty of time, ready for boarding.

Some options while you are waiting include:

- Free WiFi
- Sun chairs located near departure gate sign 82-87
- Airline lounge facilities (you need to be a club member)
 - Level 4 (take the escalator opposite Gate 81)
- Plaza Premium Lounge (fee payable) – Level 4



Flying into Brisbane



Arrivals

Passport check

Before you land in Brisbane, complete your Arrival card/s.

In the terminal, go to a self-service kiosk or follow the signs for a manual passport check where you will obtain your arrivals ticket.

If you are continuing your journey on another international flight, follow the signs directing you to your next flight.

Wheelchair assistance is recommended even if the person with dementia does not have any problems walking. Check that airline staff can assist you with the wheelchair.

Checklist for Customs

- ☐ Passports
- ☐ Boarding passes
- ☐ Arrival cards
- ☐ Arrival tickets
- ☐ Bags



Check the travel documents and other requirements for entry into Australia.



Baggage Claim

You will need to collect your bags. Check the screens to find the baggage carousel that corresponds with your flight.

Customs and Quarantine

You will see airport staff wearing red shirts directing all travellers to the appropriate portal for Customs processing.

If you have arranged for wheelchair assistance, you will automatically be directed to the express portal.

Ask to use the express portal.

Provide your arrivals ticket to the staff at quarantine and follow the directions to the exit.

Australia has strict biosecurity laws – know what you need to declare on arrival.

International transfer

When connecting from one international flight to another, you will arrive on Level 2, go through a security checkpoint, then follow the signs to Level 3.

Transfer to domestic terminal

The free Airport Transfer Bus runs every 10 minutes between the International and Domestic Terminals.

You can also choose to transfer by train or taxi.



Transport from the airport

Transport options from the airport include: AirTrain, taxis, ride-share (Uber), buses, and car-park shuttle services.

Information is available in the Arrivals area on Level 2.



Other Information

International dementia-friendly symbols

Throughout the world, countries are developing initiatives to support people with dementia and their carers to live life to the full. While travelling overseas look for these symbols; additional help and support may be available to you:

Australia



America



Belgium



Canada



China



England



Germany



Hong Kong



Netherlands



Nigeria



Scotland



Gibraltar



Singapore



Tourist Refund Scheme

For visitors to Australia

The Tourist Refund Scheme (TRS) allows you claim a refund of certain taxes that you may have paid on some items bought in Australia and intend taking out of Australia with you either in your checked luggage or carry-on luggage. It is important that you retain all receipts for bought items that may carry this tax, in order to obtain your full refund.

We suggest you complete the form provided, place it into one of the envelopes provided then into the clear box located on the left of this desk

APEC card

If you travel internationally four or more times a year for business, you may be eligible to obtain an Asia-Pacific Economic Cooperation (APEC) Business Travel Card (ABTC). An APEC card enables you to use the express lane in all airports.

Websites

Details of websites suggested in this booklet are listed below.

Airport and Travel Information	
Brisbane Airport Corporation (BAC)	www.bne.com.au
Assistance at the Airport (BAC)	www.bne.com.au/passenger-information
BNE Phone App	www.bne.com.au/mobile-phone-app
Plaza Premium Lounge	www.plaza-network.com/location_detail?city=Brisbane
Alzheimer's Australia Travelling information	https://wa.fightdementia.org.au/files/helpsheets/Helpsheet-CaringForSomeone08-Travelling_english.pdf
Travelling and Holidays with Dementia	https://wa.fightdementia.org.au/files/NATIONAL/documents/Travelling-with-dementia.pdf
Smart Traveller	www.smartraveller.gov.au
Transport Options	
Airtrain	www.airtrain.com.au
BAC	www.bne.com.au/to-from-brisbane-airport/transport-options
Con-x-ion Airport Transfer/Bus Service	www.con-x-ion.com/bookings/airport-transfers
Parking	www.bne.com.au/to-from-brisbane-airport/parking/parking-international-terminal
Security and Customs	
Security screening	www.bne.com.au/passenger-information/security/screening
Security Information	travelsecure.infrastructure.gov.au
Entry requirements coming into Australia	www.border.gov.au/Trav/Ente/Goin/Arrival
Duty free regulations coming into Australia	www.border.gov.au/Trav/Ente/Duty-Free-concessions

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