

Changi Airport Social Story

Terminal 4

*For Passengers with Autism
Spectrum Disorder (ASD)*





WELCOME TO CHANGI AIRPORT!



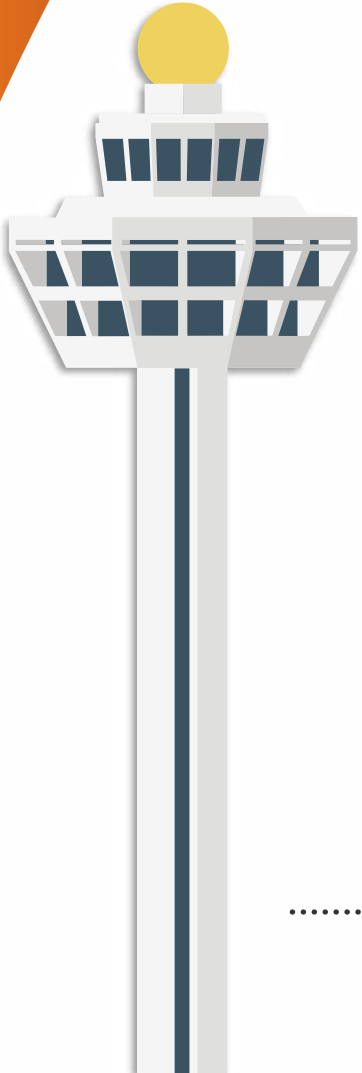
At Changi, we understand travelling through an airport can be a stressful experience. It can be even more challenging for passengers with Autism Spectrum Disorder (ASD).

Collaborating with Rainbow Centre, Singapore, we have created this social story as a guide to prepare you and your child for your upcoming trip. We understand that every individual is unique, so please feel free to customise this social story to make it your own! By providing these information for pre-trip planning, we hope to make travel as comfortable and stress-free as possible during your time with us at Changi.

Thank you and enjoy Changi!



WELCOME TO CHANGI AIRPORT!



Many people travel through Changi airport. It can be crowded and noisy.

My name is _____.

I am taking an Aeroplane on _____.

I am going to _____ with my _____.

I will follow and stay close to _____.

If I am uncomfortable, I will tell my _____.





These people are **Care Ambassadors**.
I can approach them if I need help.



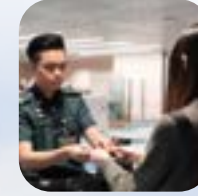
WHAT TO EXPECT



I arrive at the
airport



I check in and
drop off my
luggage



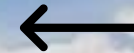
I go through
immigration



I go through
security
screening



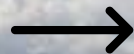
I walk to my gate



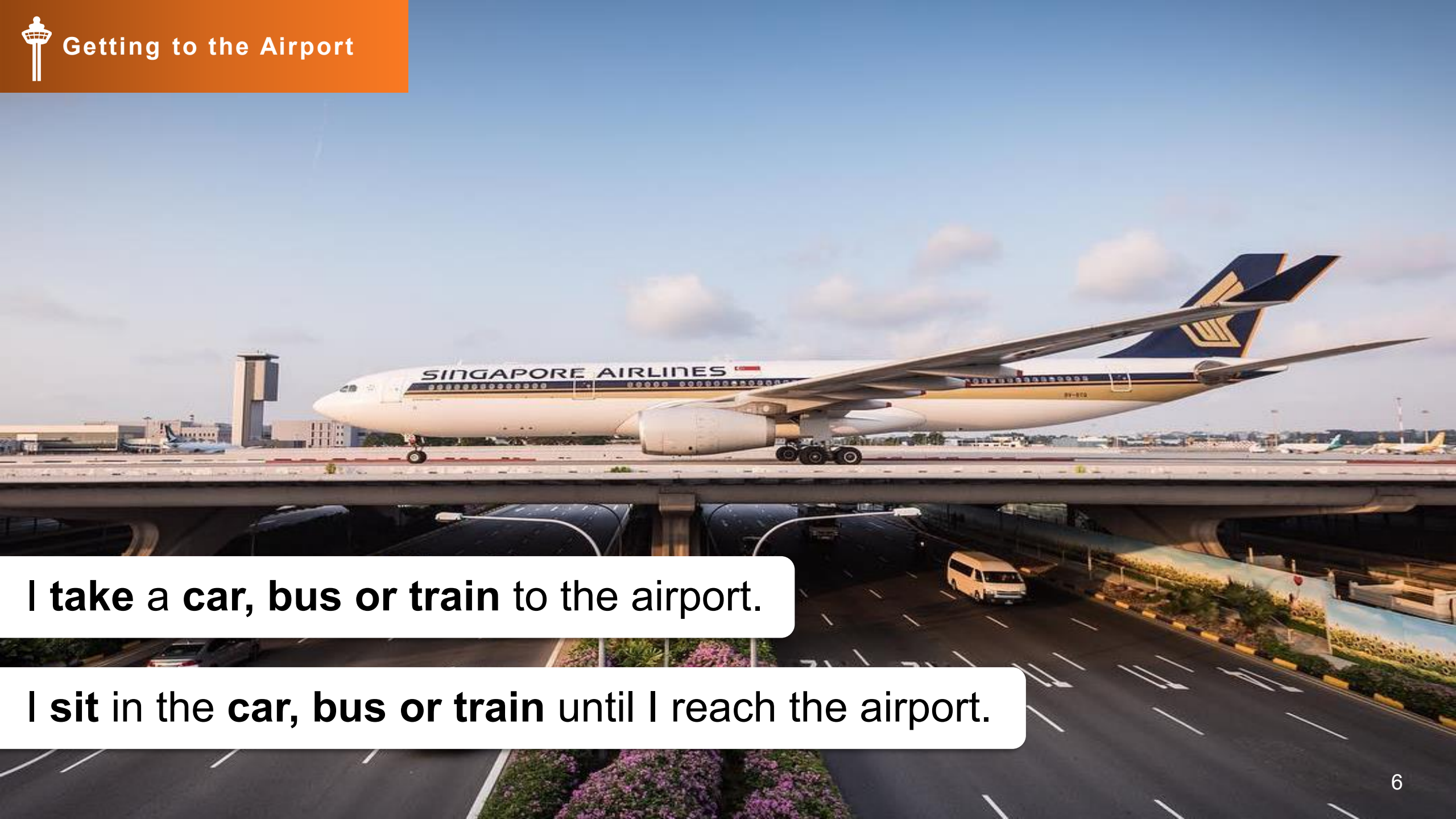
I explore the
shops and
restaurants



I board the
plane



I enjoy my
flight



I take a **car, bus or train** to the airport.

I sit in the **car, bus or train** until I reach the airport.



I **place** my **luggage** on
the Airport trolley.





FAST Check-In





I **slot** my **passport**, with the photo page facing down, on the scanner.

I **follow** the **instructions** on the screen.



Boarding pass

**I collect my printed boarding pass
and luggage tag.**

Luggage tag



I tag my luggage.

I **slot** my **passport**, with the photo page facing down, on the scanner.

I **follow** the **instructions** on the screen.





I put my luggage on the conveyor belt.



Check-In Counter



If it is required, I will go to the **check-in counter** to check-in, instead of the kiosk.





I give my **passport** to the airport staff.



A yellow suitcase is positioned on a luggage conveyor belt. A person's hands are visible at the top, holding a white luggage tag with a barcode and the text "BBB 509999A CREW". The suitcase has a yellow handle and a zipper. The background is slightly blurred, showing the airport floor and a dark structure with a logo.

I place my luggage on the luggage conveyor belt.



I take back my **passport** and **boarding pass** from the airport staff.





Departure





Departure Immigration Automated Immigration Gates



I **queue** and **wait**
quietly for my turn.



I **slot** my **passport**, with the photo page facing down, on the scanner.



I will **remove** my **eyewear**,
headwear or **mask**.

I **stand** on the footprints
and **look** at the camera.





I **look** at the **camera** for my photo to be taken.

I **walk through** when the gate opens.

If verification fails, I **place**
my **thumb** on the scanner.

I **walk** through when
the **gate opens**.

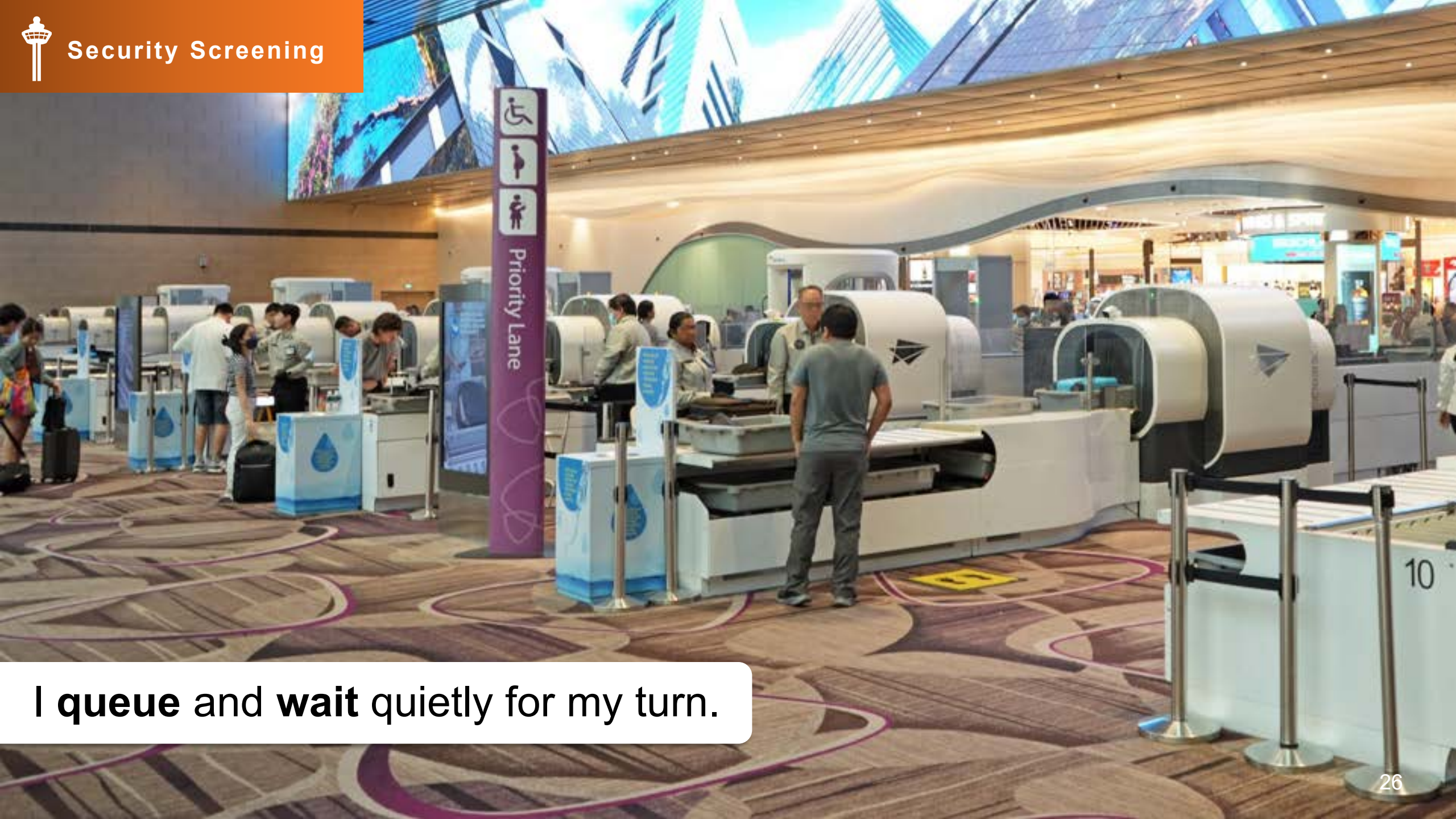
I **wait** for my parents
to complete their turn.





Security Screening





I **queue** and **wait** quietly for my turn.

10



I give my **passport** and **boarding pass** to the airport officer.



PLACE BAG IN TRAY

I put these things in the tray:
My bag | My mobile phone | My watch
| The things in my pocket | The jacket that I am wearing

I will not worry because I get all my **things** back.



Security Screening



I walk through the body scanner.



The officer may use a handheld scanner to **check me**.

I will **stand** on the **square carpet** and **not move**.



I collect all my **things** from the tray.



Shopping, Food and Rest



I follow my parents at all times.

I can shop, eat and take a rest.





Walking to Boarding Gate

↑ ✈️ G11- G21 Up to 7 mins

I will **walk** to the **boarding gate** number shown on my boarding pass.

The boarding gate may be far.



A woman with long dark hair and glasses is sitting in a grey airport lounge chair, viewed from the side. She is wearing a grey sweater, black pants, and white sneakers. A black bag is on her lap. The lounge has a patterned carpet and several teal armchairs in the background.

I sit on the chair and do my favourite activity.



Boarding Gate



The airport staff makes an **announcement** to board the aeroplane.

I **scan** my **boarding pass** at the automated boarding gate.



I **look** at the **camera** for my photo to be taken.

I **walk through** when the gate opens.



Boarding the Aeroplane



I **walk** towards the aerobridge.



I **walk** on the **aerobridge** towards the aeroplane.



I **find** my **seat** and **keep** my **bag** in the overhead compartment.



I **sit down** and **fasten** my seat belt.

When the aeroplane is ready to take off, I **turn off** my **mobile phone**, **iPad** and **laptop**.



There are **toilets** in the aeroplane.

If I need to **go to the toilet**, I will **tell** my **parents**.



I will **remain seated** until the seatbelt sign is switched off.

I **unfasten** my **seat belt** and **wait** to disembark from the aeroplane.



I **retrieve** my **bag** from the overhead compartment and **wait** to disembark from the aeroplane.

WELCOME HOME!

I return to Singapore on _____.

I will follow and stay close to _____.

If I am uncomfortable, I will tell my _____.





WHAT TO EXPECT



Arrive at
Changi and exit
the airplane



I will fill in the
SG Arrival
Card



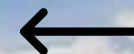
I will go
through
immigration



I will leave the
airport and
continue my day



I will go through
customs



I will collect my
luggage



Disembarking the Aeroplane



I **walk** along the **aerobridge** towards the terminal.



I fill in my particulars on the **SG Arrival Card (SGAC)** and submit it on my mobile phone or iPad.

Have you submitted your SG Arrival Card (SGAC)?

Applies to all travellers including Singapore Residents and Children

YES Proceed to immigration clearance ←	NO Proceed to submit your SGAC →
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Have you submitted your SG Arrival Card (SGAC)?

Applies to all travellers including Singapore Residents and Children



If you have not done so, visit <https://eservices.ica.gov.sg/sgarrivalcard/> or scan QR code to submit your SGAC before clearing immigration.







→

Flights Departing from T4



I **queue** and **wait** quietly
for my turn.

I **slot** my **passport**, with the photo page
facing down, on the scanner.

I **walk** through when the **gate opens**.



Camera

**I remove my eyewear,
headwear or mask.**

I look at the camera.



If verification fails, I **place** my **thumb** on the scanner.

I **walk through** when the gate opens.

I **wait** for my parents to complete their turn.



Baggage Claim Hall

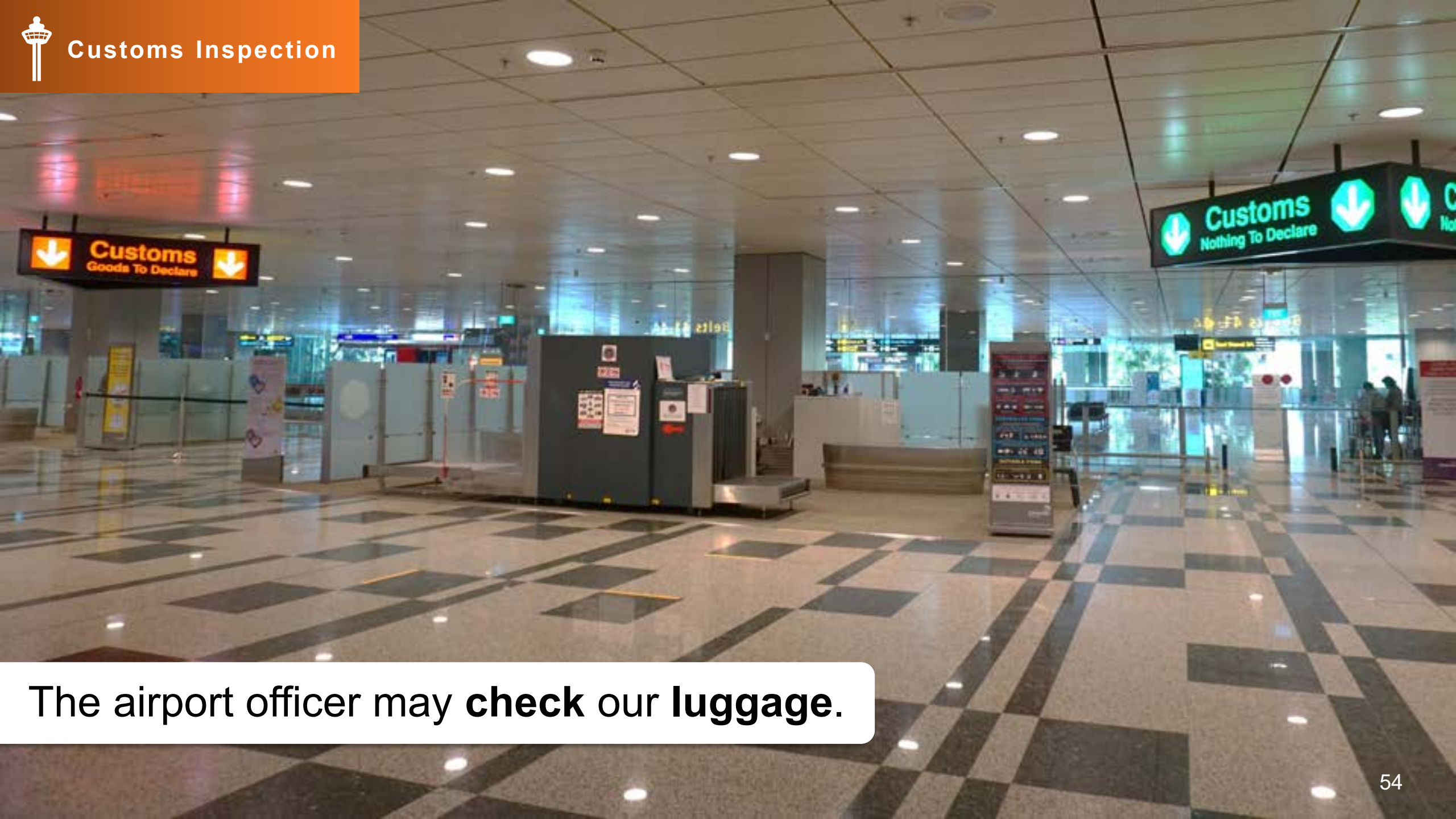




I take a **trolley** and **place** my **luggage** onto the trolley.



Customs Inspection



The airport officer may **check** our **luggage**.



I **queue** at the **taxi stand** and **wait** quietly for my turn.

When my taxi arrives,
I **sit** in the **taxi**.

The **taxi** brings me to
my **next stop**.

→ TAXI



Well done! You have completed your travel journey in Changi Airport.

See you again!