

Accessible & Inclusive Travel & Tourism From the Local to the Global

Keynote: 30 Years of Polish Rehabilitation

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Overview

- Who am I
- UN Convention on the Rights of Persons with Disabilities
- Accessible Tourism & the Travel Chain
- Projections
- Road to Recovery
- What do we know hasn't changed?
- The Reset Button?
- How to get an Industry Cultural Change?

Who am I? Why was I asked to speak?



Professional

- Volunteer advocate
- BA/MEnvPI
- Access Auditor/consultant
- PhD
- **Researcher**
- **Author**
- **Policy advisor**
- VP of ACAA

UN Convention on the Rights of Persons with Disabilities



WHAT HUMAN RIGHTS
DO FOR DISABILITY

20. Personal Mobility



9. Accessibility



Live, work, play and travel

27 work and employment



<https://engage.dss.gov.au/disability-employment-framework/>

30 cultural life



<https://mca.com.au/events/auslan-tour-people-hearing-impairment-nov-8/9418/>

Enabling Environments & Positive Attitudes

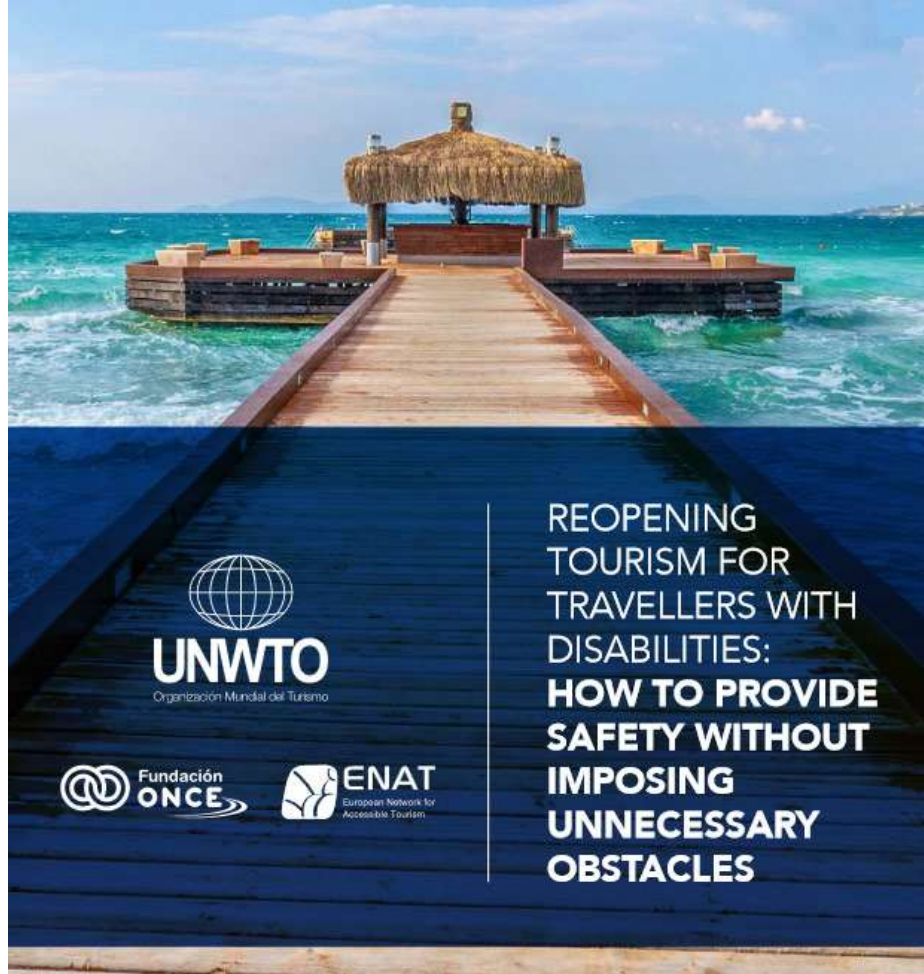


Definition of Accessible Tourism

Accessible tourism is a form of tourism that involves collaborative processes between stakeholders that enables people with access requirements, including mobility, vision, hearing and cognitive dimensions of access, to function independently and with equity and dignity through the delivery of universally designed tourism products, services and environments. This definition adopts a whole of life approach where people through their lifespan benefit from accessible tourism provision. These include people with permanent and temporary disabilities, seniors, obese, families with young children and those working in safer and more socially sustainably designed environments

(Darcy & Buhalis 2011, p10-11).





REOPENING
TOURISM FOR
TRAVELLERS WITH
DISABILITIES:
**HOW TO PROVIDE
SAFETY WITHOUT
IMPOSING
UNNECESSARY
OBSTACLES**

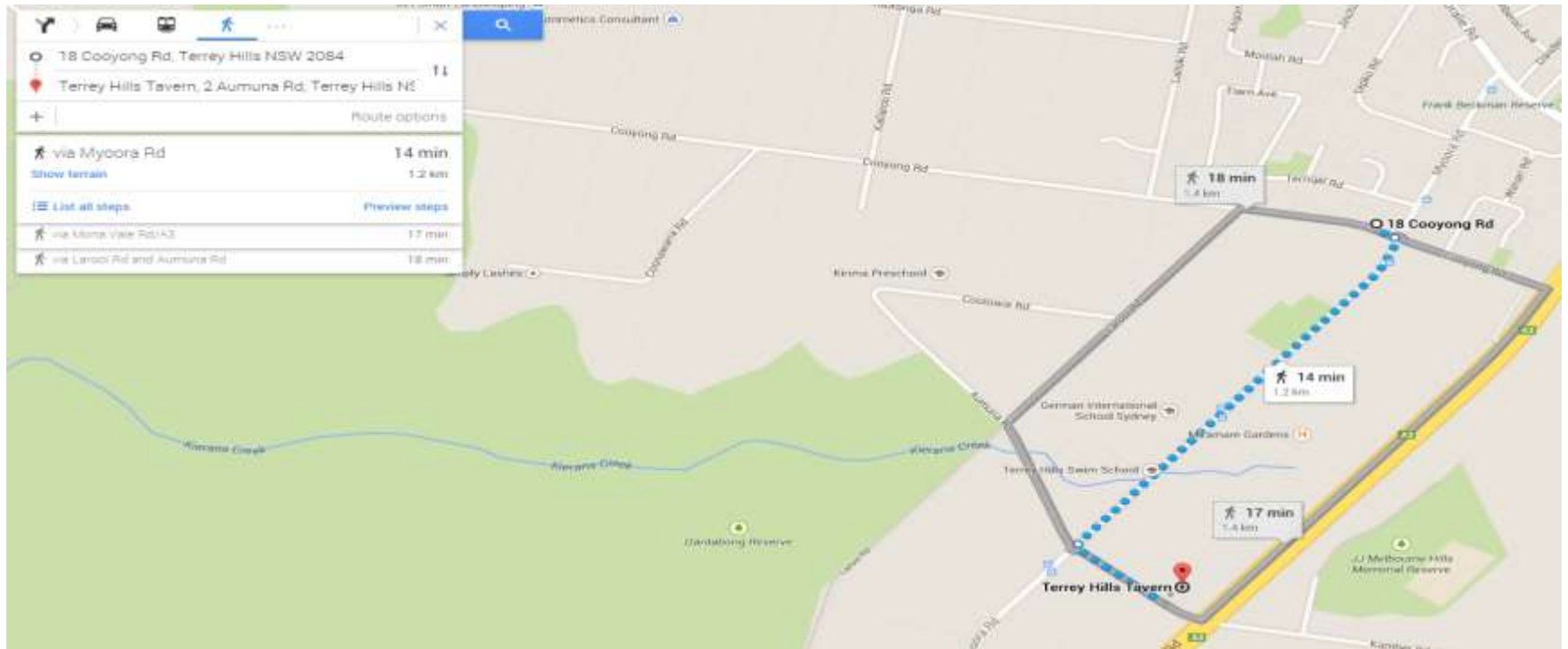
The Travel Chain



***I just want to do cool
things without the hassle ...***



Terry Hills Tavern



The “travel chain” and the “experience”

TOWNSVILLE Travel chain

- Terrey Hills, Sydney
- Wheelchair Accessible Taxis
- Kingsford Smith Airport, Sydney
- Physical transfer from power wheelchair to aisle chair to aircraft seat
 - Virgin Australia - **Eagle Lifter 2**
 - Physical transfer from aircraft seat to aisle chair to power wheelchair
- Townsville wheelchair accessible taxi
- Grand Hotel
- Use power wheelchair to enjoy accessible streetscape
- Grand Hotel - Townsville wheelchair accessible taxi - Sealink Ferry Terminal
- Sealink catamaran to Magnetic Island ferry
- Accessible wharf and ramp system
- Floating pontoon at Peppers resort
- Cliff 's Fishing Tours using a wheelchair accessible roll on fishing boat
- **The Experience** fishing, circumnavigation of Magnetic island and local history/tour knowledge
- Floating pontoon at Peppers resort
- Accessible wharf and ramp system
- Sealink catamaran to Magnetic Island fairy
- Accessible wharf and ramp system
- Use power wheelchair to enjoy accessible streetscape back to the Grand Hotel

The Experience



International – work & leisure



Tourism for all



Facilitating the Travel Chain

Govt, NFP & Commercial

Everyone's job

Information search

Home to community

Community to regional

Transport interchanges

The individual

Recent Research

Personal mobility

Private vehicle access

Public transport

Air travel

Staying away from home

Concluding thoughts



My 2019







2020



Phocuswright

https://www.phocuswright.com/Travel-Research/Research-Updates/2021/how-corporate-travel-will-develop-in-the-years-to-come?utm_source=pcwi&utm_medium=email&utm_campaign=fyi

U.S. Total And Managed Corporate Travel Market

Gross Bookings (US\$M), 2019-2024



Note: 2020-2024 projected.

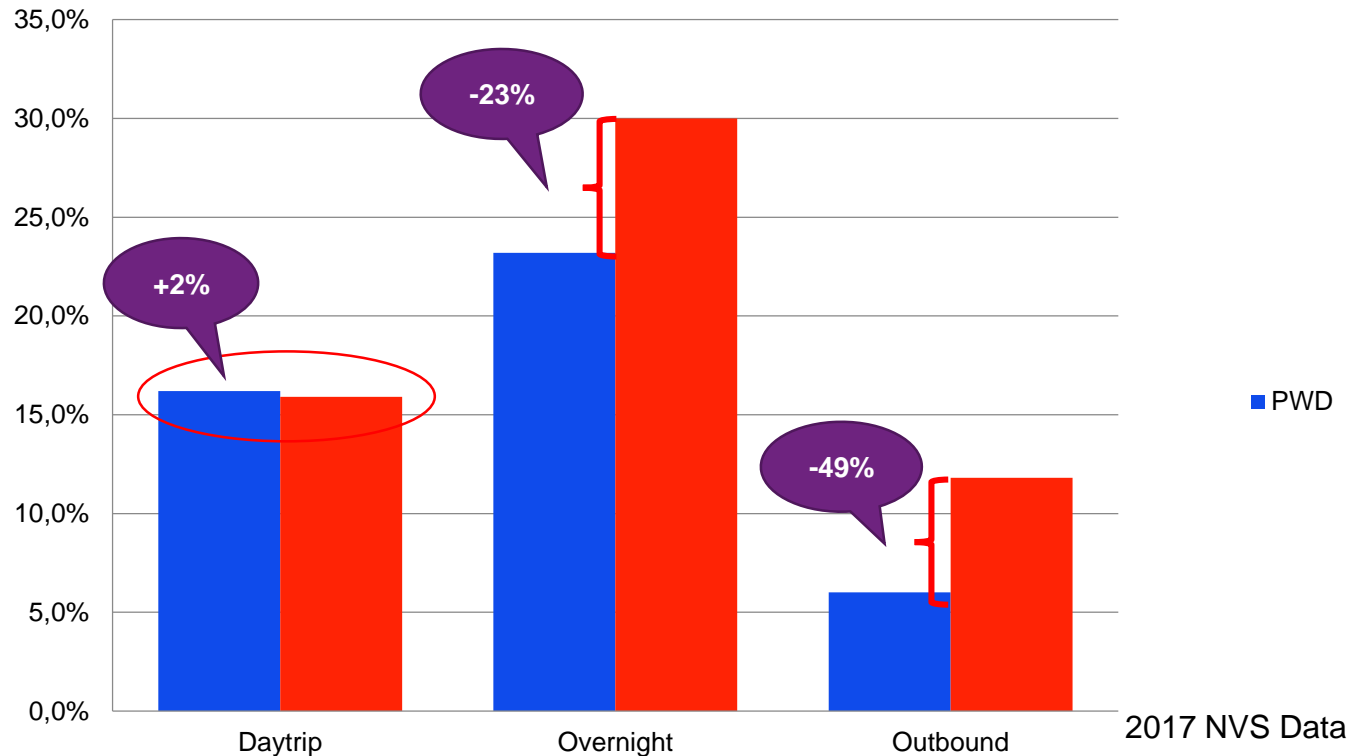
Source: Phocuswright's U.S. Travel Market Report 2020-2024 (Forthcoming); Phocuswright's U.S. Corporate Travel Market Report 2020-2024

Phocuswright
Powering great decisions.

Road to Recovery



We know what hasn't changed: Comparative Travel Rates (NVS 2017)



Sample size (Day Trip):

Total – 4262
Disability – 1078
No Disability - 3184

Sample size (O'Night Trip):

Total – 7542
Disability – 1540
No Disability - 6002

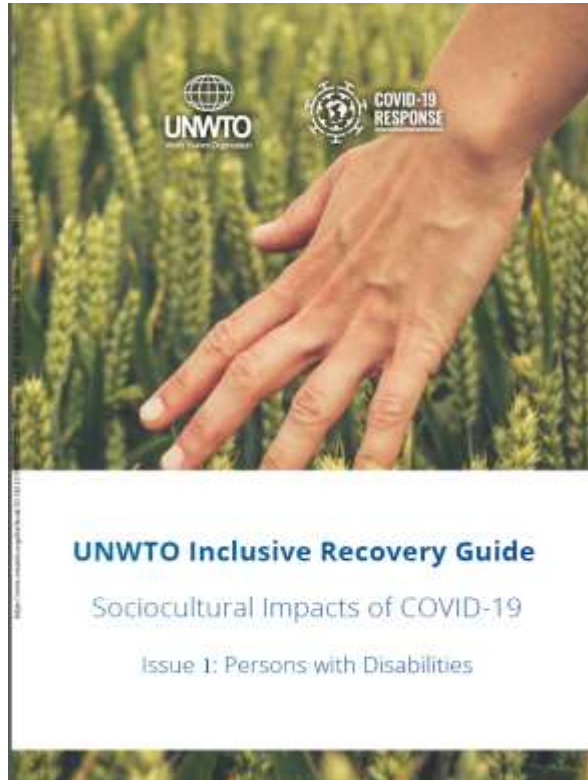
Sample size (OS Trip):

Total – 2756
Disability – 397
No Disability - 2359

Hitting the Reset button?



Hitting the Reset button?



How to get an Industry Cultural Change to A&I?



A better ordinary...



The End
Thank you!

Contact details

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Further reading

Porto, N., Rucci, A. C., Darcy, S., Garbero, N., & Almond, B. (2019). Critical elements in accessible tourism for destination competitiveness and comparison: Principal component analysis from Oceania and South America. *Tourism Management*, 75(2019), 169-185.

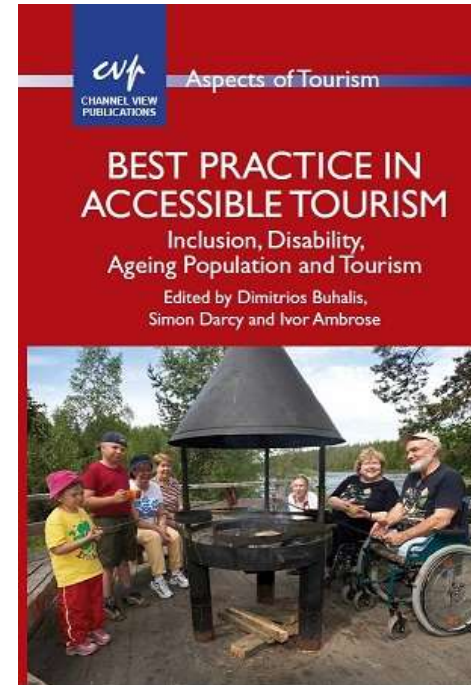
Domínguez Vila, T., **Darcy, S.**, & Alén González, E. (2015). Competing for the disability tourism market – a comparative exploration of the factors of accessible tourism competitiveness in Spain and Australia. *Tourism Management*, 47(1), 261-272.

Buhalis, D., & Darcy, S. (Eds.). (2011). *Accessible Tourism: Concepts and Issues*. Bristol, UK: Channel View Publications. <http://www.channelviewpublications.com/display.asp?isbn=9781845411602>

Darcy, S. (2012). (Dis)Embodied Air Travel Experiences: Disability, Discrimination and the Affect of a Discontinuous Air Travel Chain. *Journal of Hospitality and Tourism Management*, 19(e8), 1-11.

Darcy, S., & Taylor, T. (2009). Disability citizenship: An Australian human rights analysis of the cultural industries. *Leisure Studies*, 28(4), 419-441.

Accessible Tourism



Dr Scott Rains

- A theologian
- Consummate networker
- Accessible Tourism pioneer
- Universal design advocate
- 27 November, 1956 – 30 April, 2016

