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## Summer Edition Newsletter No.3

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Summer is a good time to review and update some past posts. This week the topic is transportation, travel and tourism

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### Inclusive Tourism Language: Still taboo?

The tourism sector continues to follow the medical model of disability where it's the fault of the individual's body rather than the design of the world around them. This approach affects the language used in promotional material. It also reinforces the mistaken idea that accessible "products" need to be special and separate. Stefania Gandin's article looks at the language used ...

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### More wheelchair users are flying

Requests for wheelchair assistance grew 30% between 2016 and 2017 according to IATA. Airlines and airports know they need to improve their operations as well as consider assistance for passengers who are mobile but have difficulty getting around airports. The first industry event on this topic was held in November 2019 in Dubai . Here are some of the issues ...

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### Barriers to public transport use

Norway has gone to great lengths to create an accessible transport system, but the use by people with disability has not risen significantly. So it was time to find out why. The

answers are not what you might expect. Indeed the experiences of non-users reveals that the actual design of a bus or a train is not enough to ensure accessibility - ...

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## Tactile ground markers vs wheelchairs: A solution?

One paper that sparked the a lot of interest at the UDHEIT conference is the thorny issue of pedestrians and wheelchair users negotiating those yellow strips of tactile markers. Tactile markers, known as Braille Blocks in Japan, cause problems for wheelchair users, pram pushers, and others with mobility difficulties. Based on research by Yoshito Dobashi in the context of public ...

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## Inclusive Tourism Guidebooks

Guidebooks are a good way to approach a new project especially if you don't know where to start. After all, why not use the experience of others - no need to re-invent the wheel. Here are a few selected posts on this topic for ready reference. Accessible Tourism for All Manual - UN World Tourism Organization publication. Inclusive Tourism: Making ...

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## Driverless Cars and Accessibility

Driverless cars will be about passengers not drivers. Although a subtle difference, it focuses thought on users as passengers rather than drivers. And this is important because there will be more diversity of users than there are currently drivers. But this raises other issues. When it comes to assistance it is usually the driver that helps riders with disabilities with ...

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## Galactic travel notes

The Restaurant at the End of the Universe may be a place to visit in the Hitchhiker's Guide to the Galaxy, but many restaurants on Earth may as well be at the end of the Universe for some people. With the release of new Australian research putting the Accessible Tourism market at \$10.8 billion, the need is greater than ever ...

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## Accessible public transportation: A book

Everyone is happy when a wheeled mobility user can quickly and easily board the bus or train. And the person wheeling on doesn't get unwanted attention from other passengers. Based on research in the United States comes a book on accessible public transportation. It covers different technologies, policies and programs with inclusive solutions for everyone. The book is based on ...

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## Queensland Inclusive Tourism Guide

The introduction to the Queensland Government's guide, Inclusive Tourism: Making your business more accessible and inclusive, begins, "This guide has been developed primarily for tourism operators, to help them: increase their knowledge about the market for accessible tourism develop strategies to improve the accessibility of their operation to appeal to a wider range of visitors of all abilities and ages ...

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## Better tourism business through better design

The Centre for Excellence in Universal Design in Ireland has a great toolkit on improving tourism business by applying the principles of universal design. The video below shows four case studies that reduced their complaints and increased their sales by following the advice in the toolkit. You can see more on the toolkit page of the CEUD website. There is ...

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## Conferences and calls for papers

4th Australian Universal Design Conference Early **announcement of Keynote**

**speakers:** James Thurston from 3Gitc, the Global Initiative for Inclusive ICTs based in Washington DC, will talk about Five Pillars for Inclusive Smart Cities. Philip Taylor will share his passion about older people and workforce issues. The conference will be held 12-13 May 2020 at Melbourne Showground's brand new Victoria Pavilion. The theme is Thriving with Universal ...

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CUDA Members get a \$50 discount on the registration fee for the UD2020 conference. Did you forget to renew? Or perhaps you would like to join. Go to the [Membership Page to see the options.](#)

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