

Beyond the front gate - Universal Mobilities and the Travel Chain

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Who am I? Why was I asked to speak?

PERSONAL

- 0-19 Life without barriers
- 19-22 spinal cord injury, hospital and rehabilitation
- 22-26 returning to study
- 27-now employment and careers

PROFESSIONAL

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

Overview

- UN Convention on the Rights of Persons with Disabilities
- Universal design
- Mobilities & Tourism mobilities
- Travel chain
- The Travel Active Process
- Universal infrastructure
- Universal information sources?
- Accessible vs universal experiences
- Culture, inclusive management and empathetic processes

UN Convention on the Rights of Persons with Disabilities

PRINCIPLES

- Respect for inherent dignity;
- Non-discrimination;
- Full and effective participation and inclusion in society;
- Respect for difference;
- Equality of opportunity;
- Accessibility;
- Equality between men and women;
- Respect for the evolving capacities of children with disabilities.

ARTICLES 9, 20 27 & 30

- 9 Accessibility
- 20 Personal Mobility
- 27 Employment
- 30 Cultural Life

9. Accessibility (transport)

1. To enable persons with disabilities to **live independently and participate fully in all aspects of life**...access, on an equal basis with others, to the **physical environment**, to **transportation**, to **information** and communications, including information and communications technologies and systems, and to other facilities and services open or provided to the public, **both in urban and in rural areas**. These measures, which shall include the identification and elimination of obstacles and barriers to accessibility, shall apply to, inter alia:
 - **Buildings, roads, transportation** and other indoor and outdoor facilities;
 - Communication (tomorrow)

20. Personal Mobility

- States Parties shall take effective measures to **ensure personal mobility with the greatest possible independence** for persons with disabilities, including by:
- Facilitating the personal mobility of persons with disabilities in the manner and at the **time of their choice, and at affordable cost**;
- Facilitating access by persons with disabilities to **quality mobility aids, devices, assistive technologies** and forms of live assistance and intermediaries, including by making them available at affordable cost;
- Providing **training in mobility skills** to persons with disabilities and to **specialist staff working with persons with disabilities**;
- Encouraging entities that **produce mobility aids, devices and assistive technologies** to take into account all aspects of mobility for persons with disabilities.

Live, work, play and travel

27 WORK AND EMPLOYMENT

- ... To work on an equal basis with others through an open and inclusive labour market and work environment

30 CULTURAL LIFE

- ... Take part on an equal basis in cultural life, recreation, leisure, sport and tourism

Barriers to participation



Shift in focus from the Medical Model of Disability to a Social Model underpins CRPWD

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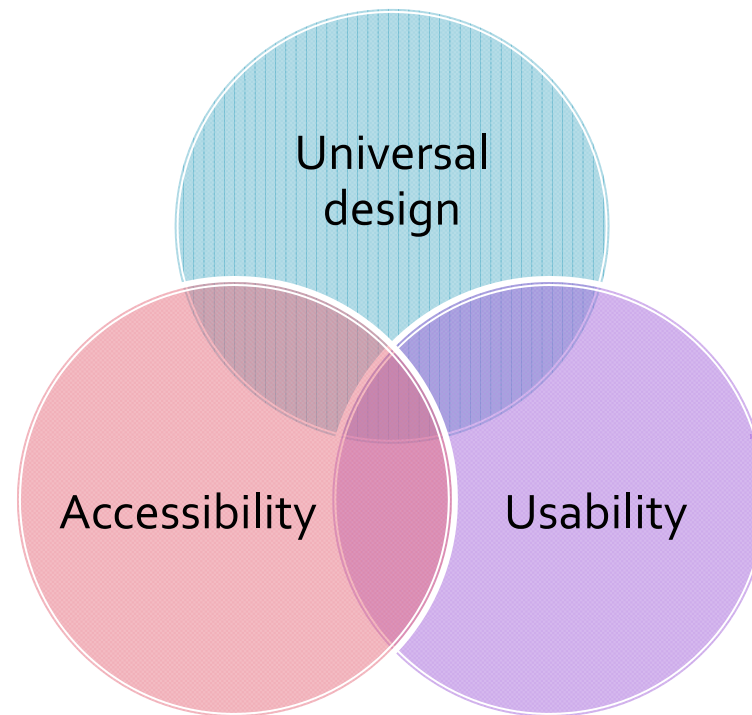
Medical Model, “you are unable to walk down the stairs”

Social Model, asks why was the building constructed only with stair access?

“People with impairments do not perceive their impairment as the reason for their non-participation in travel but attribute non-participation, or reduced participation, to a series of structural constraints encountered.”
Anxiety to Access (Darcy 1998)

Universal Design (in CRPWD)

- "Universal design" means the design of products, environments, programmes and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialized design. "Universal design" shall not exclude assistive devices for particular groups of persons with disabilities where this is needed.



Therein lies the dilemma...

- Universal design
 - Meet the Normals – adventures in UD
<https://www.youtube.com/watch?v=A88E4DH2asQ> (6 mins)
- Aspirational for new/retro
- Most of the world not like this - operational – get on with life
- The specifics of accessibility
- “An inherently seductive term that is difficult to operationalise” (me)
- Research hat

Mobilities and travel mobilities

- Very simply movements of people...
- “Tourism represents one form of circulation, or temporary population movement. Temporary movements and permanent migration, in turn, form part of the same continuum of population mobility in time and space.” [Bell and Ward \(2000, 88\)](#)

Tourism mobilities

- *'We refer to 'tourism mobilities', not simply in order to state the obvious (that tourism is a form of mobility) but to highlight that many different mobilities inform tourism, shape the places where tourism is informed and drive the making and 'unmaking' of tourism destinations. Mobilities of people and objects, airplanes and suitcases, plants and animals, images and brands, data systems and satellites, all go into 'doing' tourism..... Tourism mobilities involve complex combinations of movement and stillness, realities and fantasies, play and work' ([Sheller and Urry 2004, p.1](#)).*

UN World Tourism Organization



- The [World Tourism Organization \(UNWTO\)](#) is the United Nations agency responsible for the promotion of responsible, sustainable and universally accessible tourism

World Tourism Day

Tourism for All - message

- <http://wtd.unwto.org/content/official-messages-world-tourism-day-o>

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).

The Travel Chain

- ... 'refers to all elements that make up a journey, from starting point to destination — including the pedestrian access, the vehicles, and the transfer points. If any link is inaccessible, the entire trip becomes difficult' (World Health Organization & World Bank, 2011, p. 179).
- Why is more problematic when travelling away from their normal place of residence?

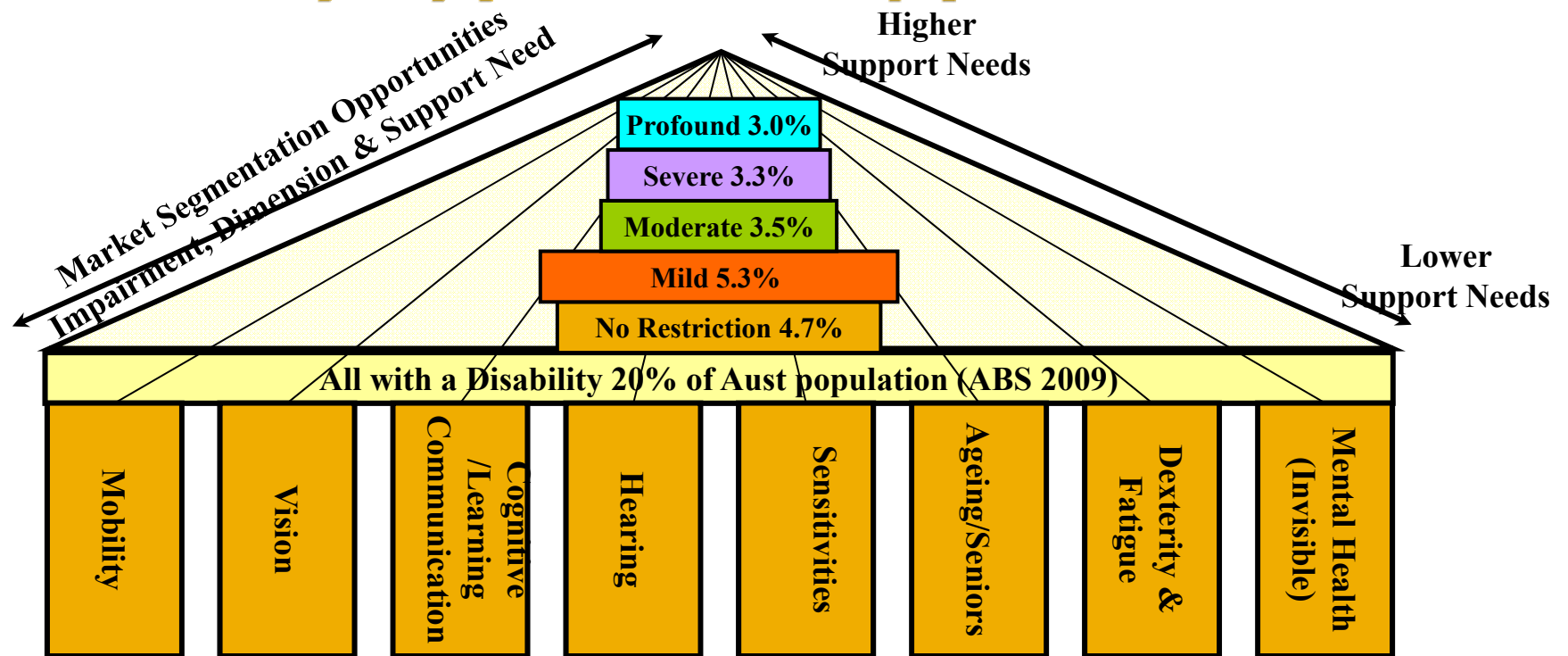
Why?



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The Pyramid – Disability Type and Support Needs



Travel Active Process

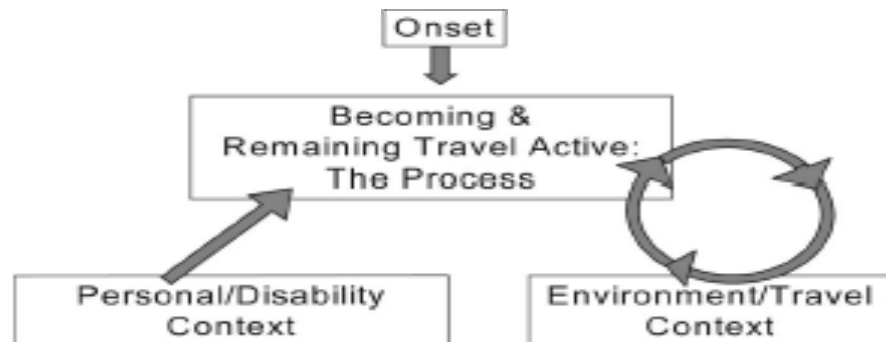


Figure 1. A model of tourism and disability.

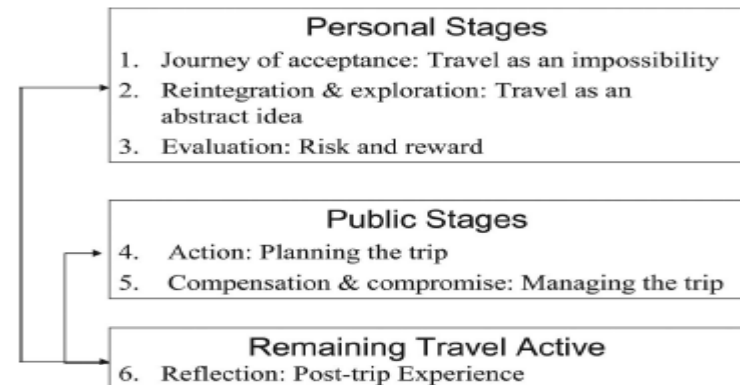


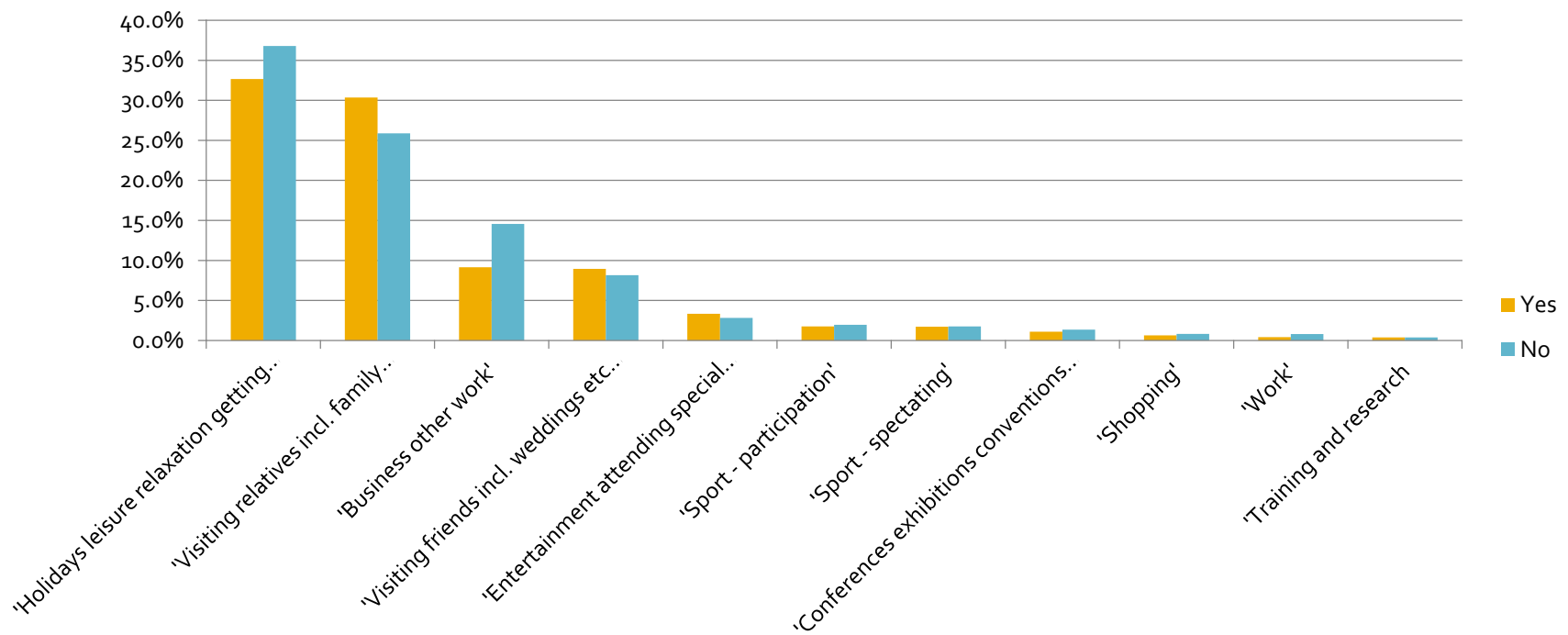
Figure 2. The process of Becoming and Remaining Travel Active.

Packer, T. L., McKercher, B., & Yau, M. (2007). Understanding the complex interplay between tourism, disability and environmental contexts. *Disability & Rehabilitation*, 29(4), 281-292.

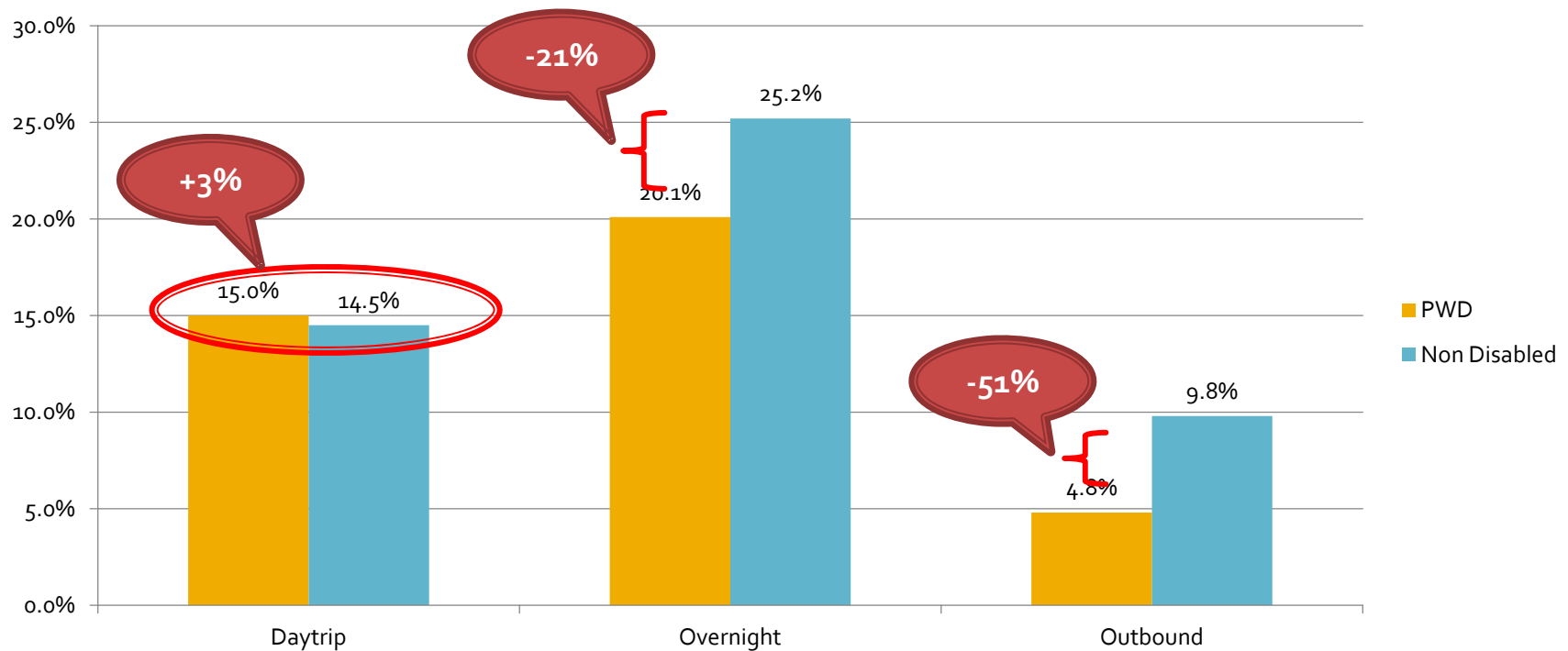
Purpose of the trip

- Live, work, play and travel
- Research data
- In Your Local Community
 - Day to day life
 - Business/employment
 - Recreation/leisure/sport/the arts
- Away from Your Local Community
 - Overnight domestic
 - International

Purpose by Disability & No Dis

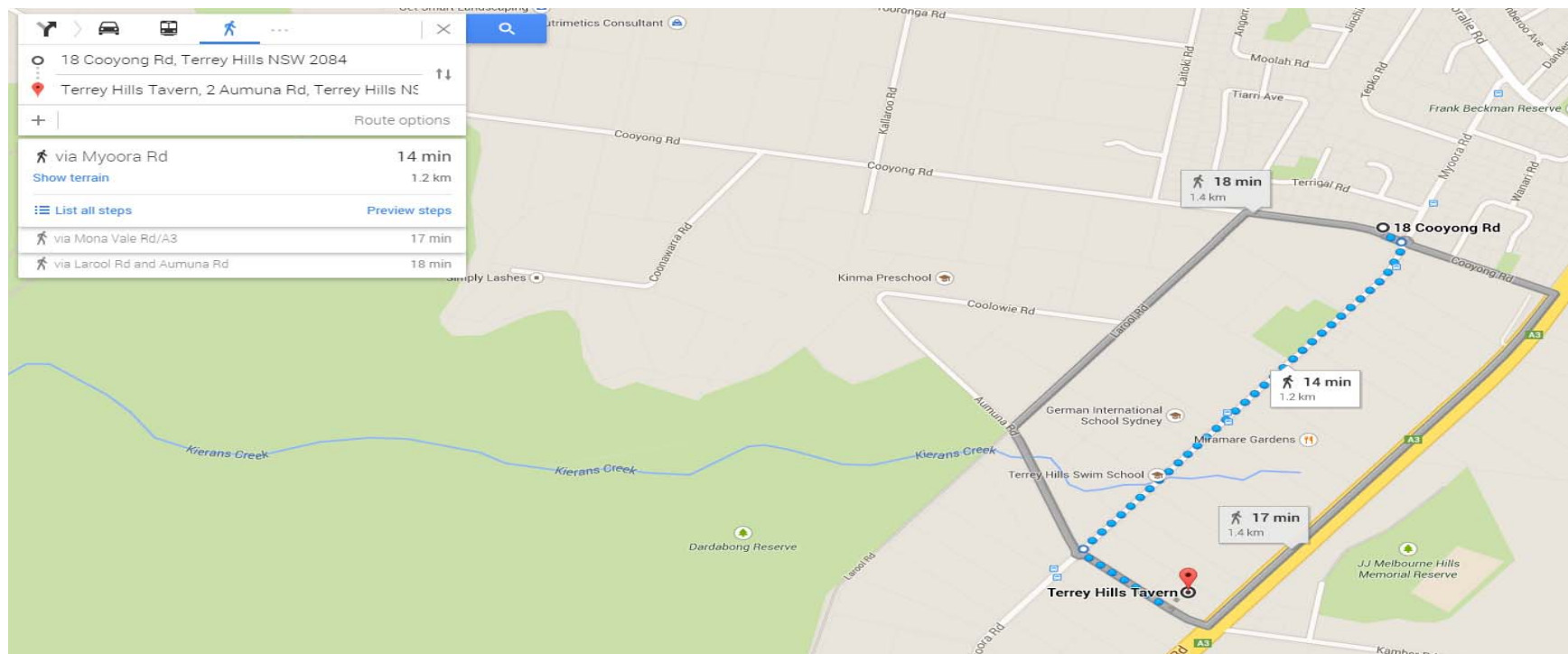


Comparative Travel Rates



Bring a universal lens to the travel chain

Terrey Hills Tavern



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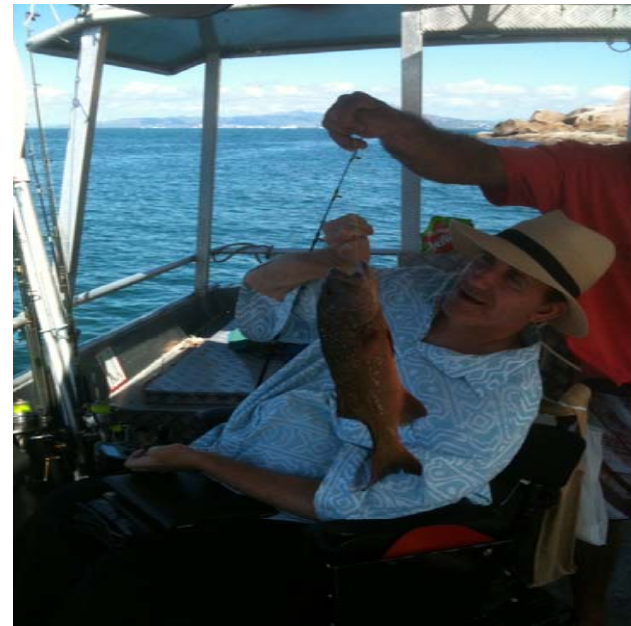


Darcy trip - the “travel chain” and the “experience” wanted

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
- 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 ferry
- Accessible wharf and ramp system
- Use power wheelchair to enjoy accessible streetscape back to the Grand Hotel

THE EXPERIENCE

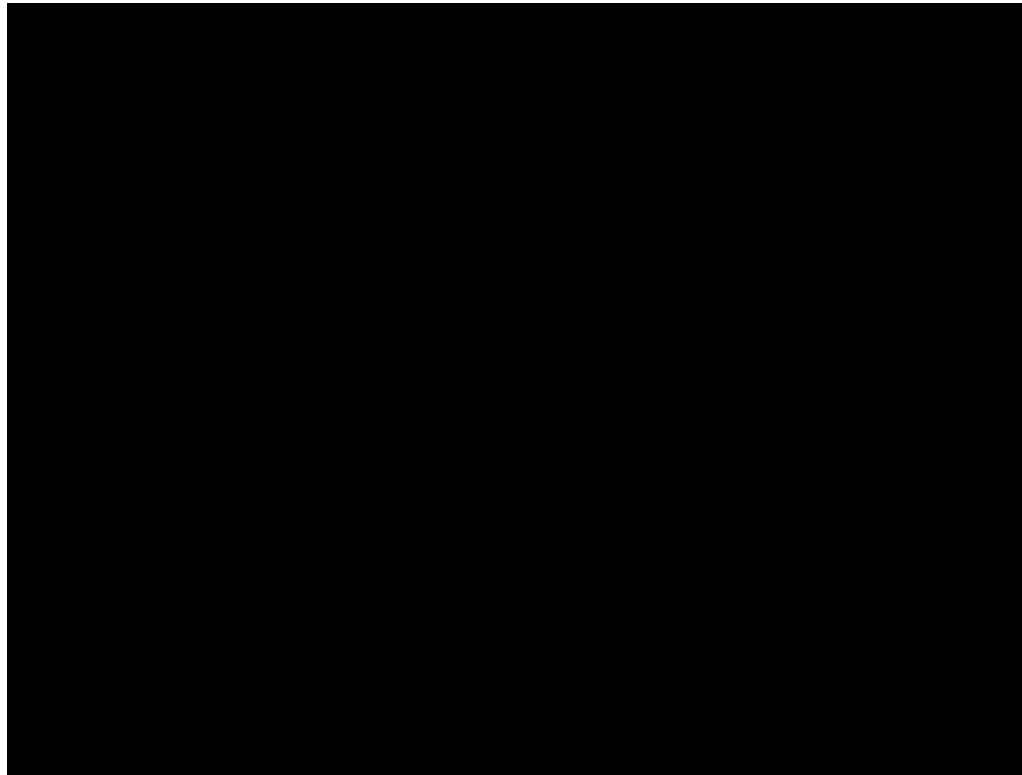


International – work & leisure



Rome & Italy Tours

<https://www.youtube.com/watch?v=SUjEFVGTvBA>



Facilitating the Travel Chain

LOCAL/STATE/FED GOV

- Everyone's job
- Information search
- Home to community
- Community to regional
- Transport interchanges

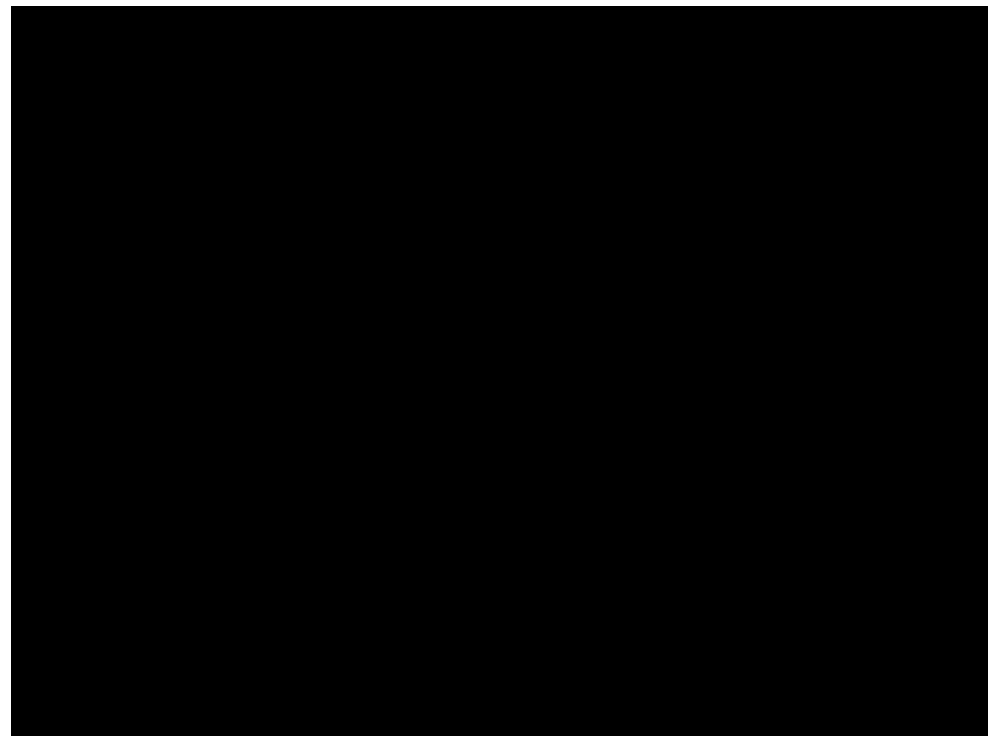
THE INDIVIDUAL

Recent Research

- Personal mobility
- Private vehicle access
- Public transport
- Air travel
- Staying away from home

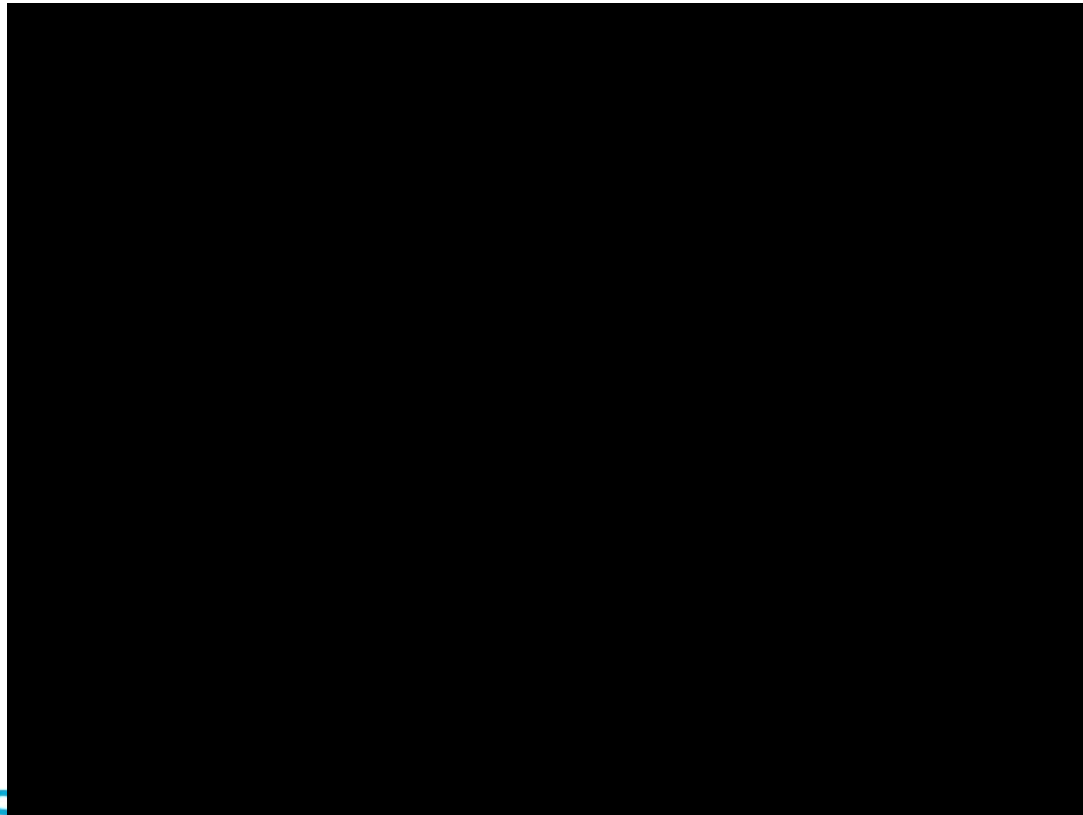
Flying with a disability

<https://www.youtube.com/watch?v=efVjECsq8Ik>



Eagle Lifter 2

<https://www.youtube.com/watch?v=uTPItEfxSeE>



Regional Transport Considerations

- Private Vehicle
- Rented vehicles/hand controls/wheelchair access
- Accessible taxis
- Public buses
- Coaches
- Rail/light rail
- Aircraft
- Charter???

DS for Accessible Public Transport

INCLUDES

- Trams
- Trains
- buses and coaches
- Taxis
- Ferries
- Aeroplanes

EXCLUDES

- Limousines, hire cars and charter boats
- Dedicated school bus services
- Small aircraft with fewer than 30 seats
- Airports that do not accept regular public transport services

Transport Cases

- Killeen v Combined Communications Network Pty Ltd [2012] FCA 27
- Haraksin v Murrays Australia Ltd [2013] FCA 217
- King v Jetstar Airways Pty Ltd (No 2) [2012] FCA 8 (13 January 2012)

20 Years 20 Stories

- <https://www.humanrights.gov.au/twentystories/>
- <https://www.youtube.com/watch?v=sudNEGxgWDY>
- See bus, taxi and local streetscape stories

Experiences

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

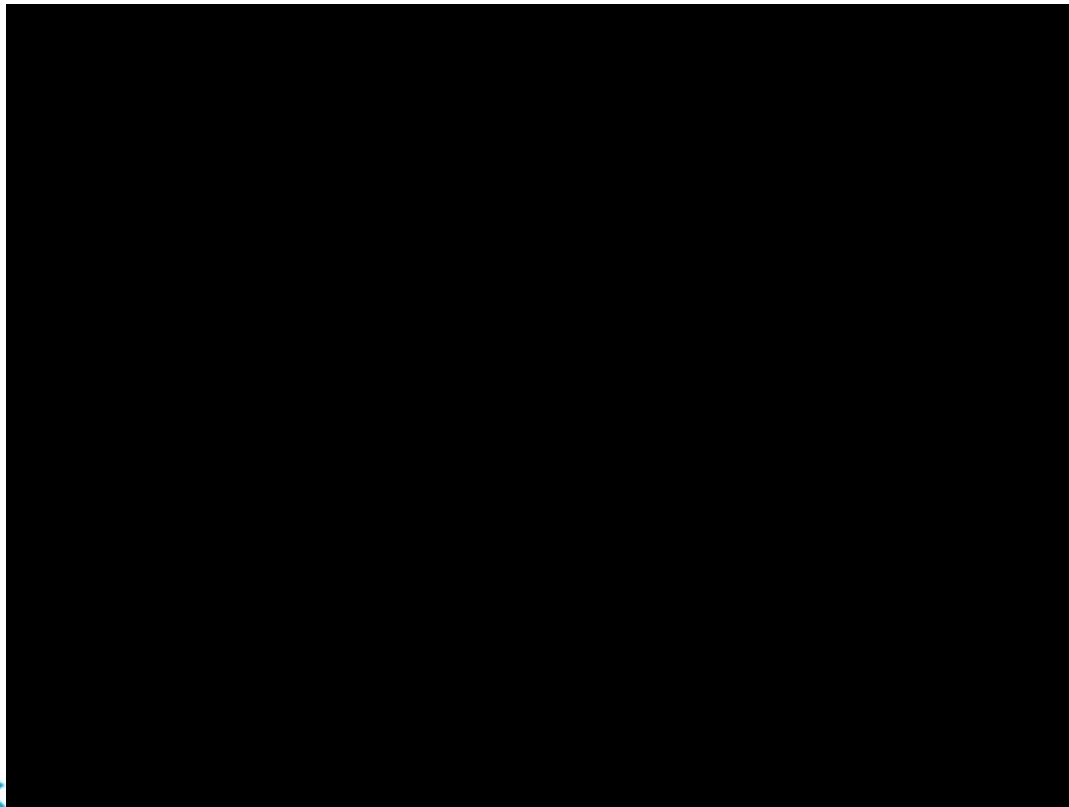
Source: HREOC 2003



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Accessible Tourism for All Day

<https://www.youtube.com/watch?v=gpX16cU2Goo>





Information Systems

- Professor Gerard Goggin tomorrow

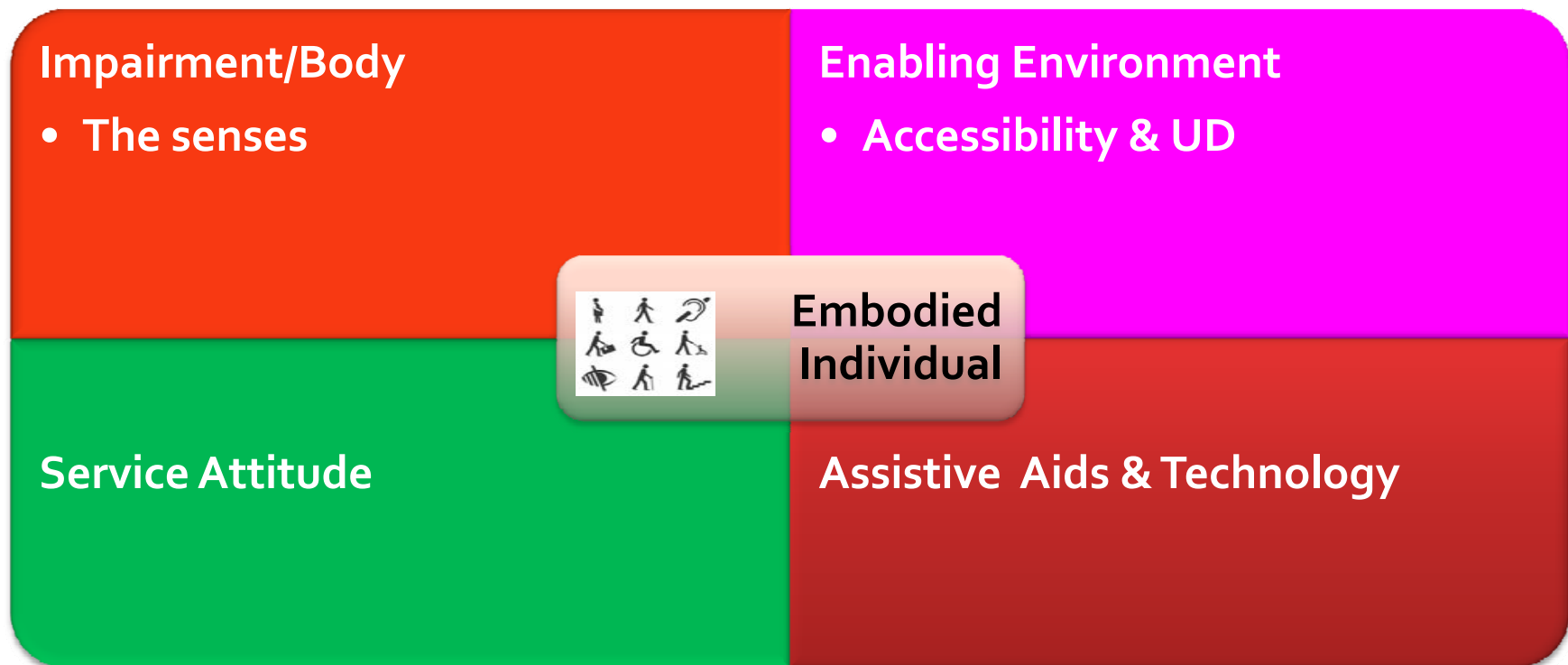
Culture, management and processes

- What makes for a good customer service and management culture?

GREAT

Greet all customers and make them feel welcomed
Respect cultural and other personal differences
Evaluate and clarify customer's expectations
Address and respond to customer's needs
Thank and verify that needs have been met

Embodiment: the constituent parts for the travel chain



Concluding thoughts

- Living or travelling locally, regionally, nationally or internationally depends upon a continuous travel chain
- Good local transport options and environments make for good welcoming environments for visitors and tourists
- Linkages are critical to facilitating transport
- Information provision is essential to a strategic approach
- Customer service attitudes are a critical ingredient
- Multiple government agencies, commercial providers and the not-for-profit sector need to work together to understand each other's perspectives
- All of the above should be provided in a consolidated "one-stop shop" for personal mobility, transport and access information
- The outcome will be better regional transport, local area and information services for all.

Thank you!

Contact details

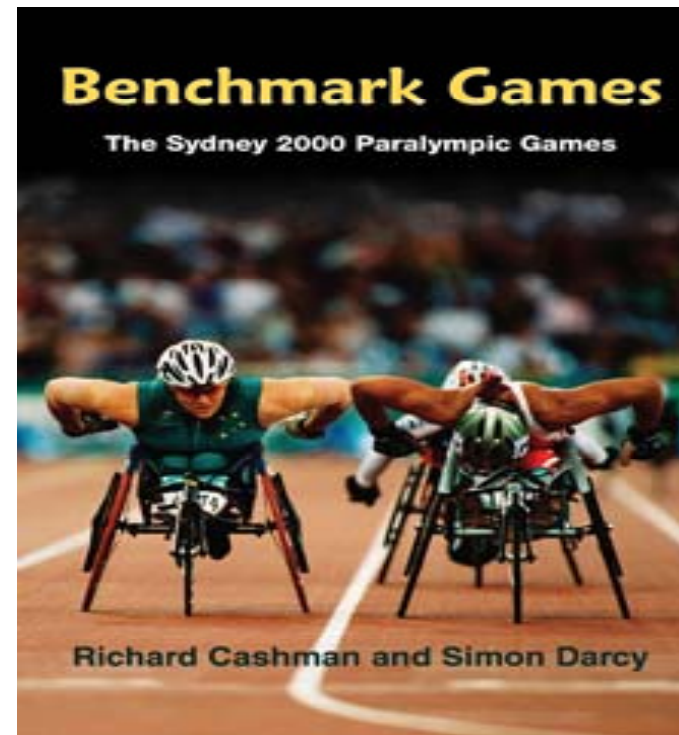
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Further reading

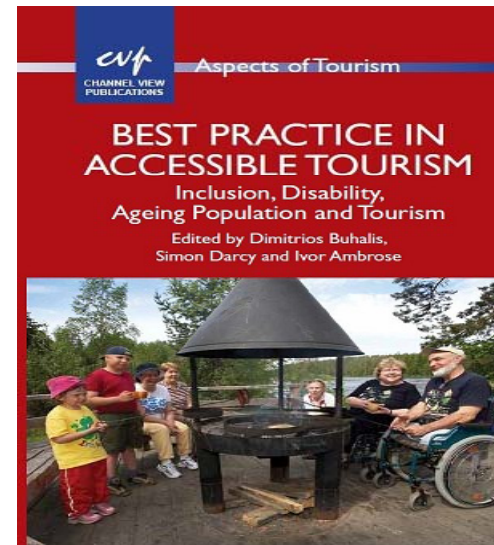
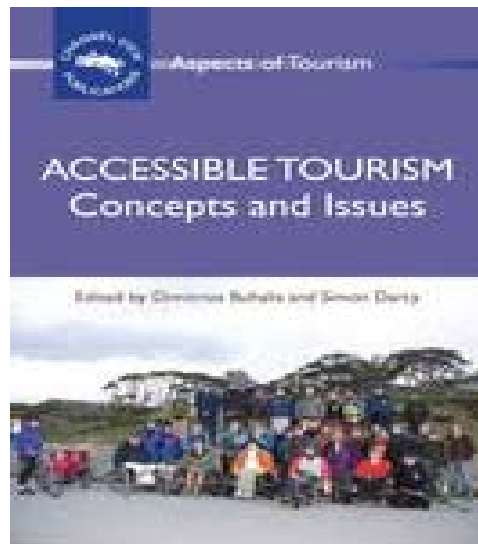
- Buhalis, D., & Darcy, S. (Eds.). (2011). *Accessible Tourism: Concepts and Issues*. Bristol, UK: Channel View Publications. <http://www.channelviewpublications.com/display.asp?isbn=9781845411602>
- Darcy, S. (2012). (Dis)Embodied Air Travel Experiences: Disability, Discrimination and the Affect of 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.

Prof Simon Darcy

- UTS Business School
- University of Technology Sydney
- Cosmopolitan Civil Societies Research Centre
- Inclusive organisational practices
- Major events
- Legacy and other event outcomes
- The host city preparation for tourists with disability



Accessible Tourism



Dr Scott Rains

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

