



# universal design

CONFERENCE



17 - 18 May 2021

Victoria Pavilion, Melbourne Showgrounds

TITLE:

The State of Play for Inclusive Tourism

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PRESENTED BY:

Martin Heng

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Hosted by



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# Accessible/Inclusive Tourism

- “Accessible tourism 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 is **inclusive of all people** including those travelling with children in prams, people with disabilities and seniors.”
- Darcy, S., & Dickson, T. (2009). A Whole-of-Life Approach to Tourism: The Case for Accessible Tourism Experiences. *Journal of Hospitality and Tourism Management*, 16(1), p34.

# Universal Design

- “The design of products and environments to be **usable by all people**, to the greatest extent possible, **without the need for adaption** or specialised design...The intent of the universal design concept is to simplify life for everyone by making products, communications, and the built environment more usable by more people at little or no extra cost. **The universal design concept targets all people of all ages, sizes and abilities.**”
- Center for Universal Design, North Carolina State University