

Inclusive Tourism Resource list



Accessible travel agents and online travel guides

- Can Go Everywhere: Accessible travel for everyone—everywhere
www.cangoeverywhere.com.au
- d-ability.org
www.d-ability.org
- e-Bility
www.e-bility.com
- Have wheelchair will travel
<https://havewheelchairwilltravel.net/booking-an-accessible-hotel-2/>
- It's Heaven
<http://www.itsheaven.org/shoalhaven/>
- Sydney for all: Accessible attractions and activities
<http://www.sydneyforall.com/>
- TravAbility
www.travability.com.au
- Visit England: Access for all
<https://www.visitengland.com/plan-your-visit/access-all#/>

For councils

- Advisory Note on streetscape, public outdoor areas, fixtures, fittings and furniture – Human Rights Commission
<https://www.humanrights.gov.au/our-work/disability-rights/publications/advisory-note-streetscape-public-outdoor-areas-fixtures>
- LGNSW 2017 Tourism Conference: Bill Forrester – Travelability Presentation
https://www.lgnsw.org.au/files/imce-uploads/396/Bill_Forrester_Travability_Panel_Presentation.pdf
- Coralie Bell – Shoalhaven City Council
https://www.lgnsw.org.au/files/imce-uploads/396/Coralie_Bell_Shoalhaven_City_Council.pdf
- Bronwyn White – MyTravelResearch
https://www.lgnsw.org.au/files/imce-uploads/396/Bronwyn_White_MyTravelResearch.pdf
- LGNSW website “access” page
<https://www.lgnsw.org.au/policy/disability/access> (and all links on the access page)
- LGNSW website “disability” page
<https://www.lgnsw.org.au/policy/disability> and all links on the disability page including:
 - Tips for Accessible Complaint Handling (PDF, 95KB)
 - Engagement Tools and Techniques (PDF, 141KB)
 - Engagement Tools and Techniques (Word, 135KB)
 - The Principles of Universal Design (PDF, 38KB)
 - The Principles of Universal Design (Word, 69KB)
 - Disability NSW checklist
 - Disability Network Forum guide
 - Living Learning Libraries Standards and guidelines for NSW public libraries 6th edition



Communication

- A way with words: guidelines for the portrayal of people with disability
www.qld.gov.au/disability
- Communication tool kits, based on universal design principles (Visit Britain):
<https://www.visitbritain.org/communication-toolkits>
- National Information Communication Awareness Network
www.nican.com.au

Business guides

- Access for all – Improving accessibility for consumers with a disability
<https://www.humanrights.gov.au/our-work/disability-rights/publications/access-all-improving-accessibility-consumers-disability-2016>
- Amadeus IT Group – Voyage of discovery. Working towards inclusive and accessible travel for all
<http://www.amadeus.com/documents/reports/accessible-travel-report-voyage-of-discovery.pdf>
- Australian Human Rights Commission and Marrickville Council – Missed business? How to attract more customers by providing better access to your business
http://www.humanrights.gov.au/sites/default/files/content/disability_rights/buildings/missed_business/missed_business.pdf
- NSW Business Chamber – Disability Inclusion Tip Sheets
 - **Defining disability**
 - **Communicating with customers with a disability**
 - **Busting disability myths**
 - **Interacting with people with disability**
 - **Making your business accessible**
 - **How accessible and inclusive is your business**
 - **How diverse and inclusive is your business**
 - **Ensuring your business is disability inclusive**
- **Ensuring your business is accessible to all**
- **Government services available for your business**
- **Employing people with a disability**
<https://www.nswbusinesschamber.com.au/Issues/Issues/Workforce-Skills/Employ-Outside-the-Box-the-benefits-of-diversifyi>
- NSW Business Chamber – Employing a diverse workforce
<https://www.nswbusinesschamber.com.au/Issues/Issues/Workforce-Skills/Employ-Outside-the-Box-the-benefits-of-diversifyi>
- QLD business guide ‘Inclusive Tourism – Making your business more accessible and inclusive’
<https://publications.qld.gov.au/dataset/inclusive-tourism/resource/6edc79fe-36ff-4cb1-a8e2-6ca2658d0be7>
- Tourism eSchool – Inclusive Tourism and what it means and why it’s important for all tourism brands
<https://tourismeschool.com/inclusive-tourism-means-important-tourism-brands/>
- Visit Britain – Easy does it, Simple-low cost changes to benefit you and your visitors: https://www.visitbritain.org/sites/default/files/vb-corporate/Images/Business-Advice-Hub/easy_does_it.pdf
- Visit Britain – Speak Up! A guide to marketing your accessibility:
https://www.visitbritain.org/sites/default/files/vb-corporate/Documents-Library/documents/England-documents/speak_up.pdf
- Visit Britain – Top 10 tips for inclusive tourism:
https://www.visitbritain.org/sites/default/files/vb-corporate/top_10_tips_inclusive_tourism.pdf
- Visit England – Guide to creating an access statement
<https://www.accessibilityguides.org/>



Disability Discrimination Act

- Disability (Access to Premises — Buildings) Standards 2010 (under the Disability Discrimination Act)
<http://bpb.nsw.gov.au/legislation-regulation/premises-standards>
- *Disability Discrimination Act 1992*
www.comlaw.gov.au
- Practical examples of Disability Discrimination Act regulations
www.humanrights.gov.au

Disability Services

- Assistance Dogs Australia
<http://www.assistedogs.org.au/pages/the-assistance-dog-difference-why-our-dogs-arent-guide-dogs.html>
- Guide Dogs NSW
<https://www.guidedogs.com.au/>
- IDEAS: Information on Disability Education and Awareness
<http://www.ideas.org.au/>
- NSW Companion Card
<http://www.nswcompanioncard.org.au/>

Forums

- Disability Online: Australia's disability hub
www.disabilityonline.org.au
- Trip Advisor: Travelling with Disabilities Forum
https://www.tripadvisor.com.au/ShowForum-g1-i12336-Traveling_With_Disabilities.html

Event accessibility

- Meetings and Events Industry of Australia in partnership with the Australian Human Rights Commission 2012 – Accessible events: a guide for meeting and event organisers
http://www.meetingsevents.com.au/downloads/Accessible_Events_Guide.pdf
- NSW Department of Premier and Cabinet Event Accessibility: http://www.dpc.nsw.gov.au/programs_and_services/events/event_accessibility
- Western Australian Government – Accessible events checklist
<http://www.disability.wa.gov.au/Global/Publications/Understanding%20disability/Built%20environment/Creating%20accessible%20events.doc>

Guidelines and standards

- Guideline on the Disability Standard for Access to Premises
www.humanrights.gov.au/publications/access-premises
- New Wayfinding Standard
http://universaldesignaustralia.net.au/wp-content/uploads/2017/07/AS-1428_4_2_-wayfinding-PCD.pdf
- NSW Disability Inclusion Plan
<https://www.facs.nsw.gov.au/reforms/developing-the-nsw-disability-inclusion-plan>

Hotels

- Inclusive Hotels Network – Access to Hotels for people with Hearing Loss: <http://cae.org.uk/wp-content/uploads/2015/06/161111-IHN-Access-to-Hotels-for-People-with-Hearing-Loss.pdf>
- Inclusive Hotels Network – UK
<http://cae.org.uk/resources/inclusive-hotels-group/>



Inclusive tourism toolkits

- Victorian Government Toolkit
<http://www.tourism.vic.gov.au/business-tools-support/accessible-tourism.html#toolkit>
- QLD Government business guide - 'Inclusive Tourism – Making your business more accessible and inclusive'
<https://publications.qld.gov.au/dataset/inclusive-tourism/resource/6edc79fe-36ff-4cb1-a8e2-6ca2658d0be7>

Transport

- Australian Human Rights Commission – transport accessibility
<https://www.humanrights.gov.au/our-work/disability-rights/projects/transport-accessibility>
- Disability Standards for Accessible Public Transport 2002
www.comlaw.gov.au

Training

- Institute of Access Training Australia: qualifications and short courses <http://www.accessauditsaustralia.com.au/>

Universal Design

- A Universal Design Approach: External environment and approach
<http://universaldesign.ie/Built-Environment/Building-for-Everyone/1-External-Environment.pdf>
- Centre for Universal Design Australia
<http://universaldesignaustralia.net.au/>
- Universal Design: Guide for Inclusive Tourism (Universal Design Partners) http://www.keroul.qc.ca/DATA/PRATIQUEDOCUMENT/136_fr.pdf

Webinars

The hottest tourism trends of 2017

Presenter: Bronwyn White, MyTravelResearch.com
A masterclass for travel and tourism professionals on the hottest trends to consider and operationalise over the next financial year. Presented by MyTravelResearch.com's Bronwyn White, the content is lifted directly from their highly popular Tourism Marketing Plan Blueprint.

Click here to view.

Accessible Tourism – it's no longer a niche market

Presenter: Melissa James, Can Go Everywhere
By the year 2020, a quarter of all tourists are going to be looking for accessible places where they can stay, eat and play. Is your business ready for it? Join Melissa James from Can Go Everywhere for this webinar on accessible tourism for operators whose target markets include baby boomers, seniors and people with disabilities.

Click here to view.