

Accessible Tourism: Growing and Enhancing the Market: what people with disability seek from travel by coach

**A voice of
our own**

**National Coach
Connections
Summit 2018**

27 June 2018



**PEOPLE WITH DISABILITY
AUSTRALIA**



Australians with disability

The business case for improving access to coach services for people with disability:

- Legal obligations – we have a right to access the same services as any other citizen - DSAPT
- Access is good for business:
 - People with disability are not a minority group – approximately 20% of Aust population
 - Aging population, the majority of whom will have an age-related disability – approximately 15% of Aust population
 - Add to this people who are impacted by disability - family members/partners/friends/carers

What do people with disability seek from travel by coach?

The same as any other passenger:

- Safety
- Accessibility
 - Reliability
 - Consistency
 - Predictability
- Comfort
- An enjoyable time
- Value for money

Identifying and addressing barriers

- Physical and mobility barriers
- Financial Barriers
- Structural and procedural barriers
- **Attitudinal barriers**
- **Information and communication barriers**

Increasing accessibility of coach travel

- Identify and address barriers – make a plan!
- Train staff so that they have ‘disability confidence’
- Provide information that is:
 - Accessible and available
 - Accurate
 - Detailed
- Think beyond commence to focus on the whole journey
- Involve people with disability

Thank you

Please feel free to contact me:

Samantha French

People with Disability Australia

PO Box 666, Strawberry Hills NSW 2012

Ph 02 9370 3100

Mob: 0409 029 730

samanthaf@pwd.org.au