DISABLING JOURNEYS

The social relations of tourism for people with impairments in Australia - an analysis of government tourism authorities and accommodation sector practice and discourses

SIMON ANDREW D AR CY
BA, MEnvPl

Being a thesis submitted to the University of Technology, Sydney in fulfillment of requirements for the Doctor of Philosophy by Thesis
December, 2003
# TABLE OF CONTENTS

ABBREVIATIONS .................................................................................................................. I

CERTIFICATION ..................................................................................................................... II

SYNOPSIS .............................................................................................................................. III

ACKNOWLEDGEMENTS ........................................................................................................ VI

PREFACE ............................................................................................................................... VII

1 INTRODUCTION ................................................................................................................... 1

1.1 JUSTIFICATION FOR THE RESEARCH ............................................................................. 1
1.2 SITUATING THE RESEARCH QUESTION ........................................................................... 4
1.3 UNDERSTANDING THE LANGUAGE OF DISABILITY USED IN THE THESIS ................. 5
1.4 DEFINING TOURISM .......................................................................................................... 7
1.5 TERMINOLOGY ............................................................................................................... 8
1.6 SCOPE OF THE THESIS AND LIMITATIONS .................................................................. 12
1.7 CONTRIBUTION TO THE BODY OF KNOWLEDGE ......................................................... 14
1.8 OUTLINE OF THE THESIS ............................................................................................ 15

2 HUMAN RIGHTS, DISABILITY AND STATISTICS IN AUSTRALIA ........................................... 19

2.1 INTRODUCTION ............................................................................................................. 19
2.2 THE INTERNATIONAL HUMAN RIGHTS CONTEXT ....................................................... 19
2.3 AUSTRALIAN DISABILITY LEGISLATION AND POLICY .............................................. 22
2.4 DISABILITY STATISTICS COLLECTION IN AUSTRALIA ........................................... 34
2.5 ENDING ....................................................................................................................... 40

3 DISABILITY MODELS AND DISCOURSES ...................................................................... 43

3.1 INTRODUCTION ............................................................................................................ 43
3.2 AN INTRODUCTION TO DISABILITY STUDIES ............................................................... 43
3.3 MEDICAL MODEL OF DISABILITY ................................................................................. 45
3.4 INDIVIDUAL IDEALISM ................................................................................................ 48
3.5 SOCIAL MODEL .............................................................................................................. 51
3.6 SOCIO-SPATIAL ORGANISATION ................................................................................... 58
3.7 CRITIQUES OF SOCIAL APPROACHES .......................................................................... 60
3.8 ENDING ....................................................................................................................... 64
8 FINDINGS II: TOURISM EXPERIENCES OF PEOPLE WITH IMPAIRMENTS .......... 171

8.1 INTRODUCTION ................................................. 171
8.2 CONSTRAINTS ENCOUNTERED BY THOSE WHO DO NOT TRAVEL .......... 173
8.3 TRAVEL PLANNING AND INFORMATION CONSTRAINTS ........ 175
8.4 TRANSPORT CONSTRAINTS TO, AT AND FROM DESTINATIONS .......... 184
8.5 ACCOMMODATION CONSTRAINTS ................................ 201
8.6 CONSTRAINTS AT THE DESTINATION ................................ 213
8.7 OTHER CONSTRAINTS ............................................. 225
8.8 ENDING ............................................................... 232

9 FINDINGS III: TOURISM AUTHORITIES AND ACCOMMODATION SECTOR PRACTICE 241

9.1 INTRODUCTION ................................................. 241
9.2 TOURISM AUTHORITIES (TA) DISABILITY TOURISM INITIATIVES .... 242
9.3 THE ACCOMMODATION SECTOR ................................ 257
9.4 REGULATORY PROCESSES AND INDUSTRY RESPONSES ........ 266
9.5 ENDING ............................................................... 285

10 DEVELOPING AN EXPLANATION FOR INDUSTRY PRACTICES .............. 294

10.1 INTRODUCTION ................................................. 294
10.2 DISCOURSES OF ACCESS ..................................... 295
10.3 ORGANISATIONAL APPROACHES TO TOURISM AND DISABILITY .... 299
10.4 ENDING ............................................................... 315

11 CONCLUSIONS ......................................................................................... 319

11.1 INTRODUCTION ................................................. 319
11.2 CONCLUSIONS ABOUT THE DETAILED RESEARCH QUESTIONS .. 319
11.3 THE CENTRAL RESEARCH QUESTION ......................... 329
11.4 COMPREHENSIVE TOURISM ACCESS MODEL (CoTAM) .......... 330
11.5 CONTRIBUTION TO THE BODY OF KNOWLEDGE .......... 343
11.6 DIRECTIONS FOR FUTURE POLICY AND PRACTICE ......... 344
11.7 REFLECTIONS ON THE RESEARCH PROCESS AND FURTHER RESEARCH ........ 346
11.8 FINAL THOUGHTS ................................................. 348

REFERENCES .............................................................................................. 349

LEGISLATION .............................................................................................. 349
CASE LAW ................................................................................................. 349
BOOKS, JOURNALS & OTHER SOURCES ........................................... 349
APPENDICES

APPENDIX 1: CHAPTER 7 STATISTICAL TABLES ................................................................. 369

APPENDIX 2: ANXIETY TO ACCESS METHODOLOGY ...................................................... 379

APPENDIX 3: NATIONAL VISITOR SURVEY ...................................................................... 382

APPENDIX 4: PEOPLE WITH DISABILITIES UNSCHEDULED INTERVIEW CHECKLIST .... 385

APPENDIX 5: ACCOMMODATION SECTOR INTERVIEW AND FOCUS GROUP CHECKLIST ............................................................................................................................... 387

APPENDIX 6: TOURISM AUTHORITY CHECKLIST ............................................................. 388

APPENDIX 7: ACCESS STANDARD’S STAKEHOLDERS AND ISSUES UNDER CONSIDERATION .................................................................................................................. 389

APPENDIX 8: COMPARATIVE DISABILITY RATES ............................................................ 390

APPENDIX 9: THE FOUNDATIONS OF THE BUILT ENVIRONMENT .................................. 391

  CONTINUOUS ACCESSIBLE PATH OF TRAVEL ................................................................. 391
  PARKING ............................................................................................................................. 392
  TOILETS ............................................................................................................................. 392

APPENDIX 10: DIAGRAMATIC REPRESENTATION OF AS1428.1 FOR ACCOMMODATION ACCESS .................................................................................................................. 394

APPENDIX 11: AAA CHECKLIST FOR WHEELCHAIR ACCESSIBILITY IN HOTELS/MOTELS ......................................................................................................................... 396

APPENDIX 12: MILES & HUBERMAN (1994) TACTICS FOR VALIDITY & RELIABILITY OF QUALITATIVE DATA ................................................................................................. 397
TABLE A5A: BINARY LOGISTIC REGRESSION ANALYSIS – DOMESTIC TRAVEL (LAST 12 MONTHS) ............... 370
TABLE A5B: PLUM – ORDINAL REGRESSION ANALYSIS – NO. DOMESTIC TRIPS (LAST 12 MONTHS) .......... 371
TABLE A6: IMPAIRMENT TYPE * DOMESTIC TRAVEL IN THE LAST YEAR CROSSTAB & CHI-square ....... 372
TABLE A7: DOMESTIC TRAVEL IN THE LAST YEAR BY GENDER (CHI-SQUARE TESTS) ......................... 373
TABLE A8: GENDER BY NO. DOMESTIC TRIPS INDEPENDENT SAMPLES T-TEST ..................................... 373
TABLE A9: NO. DOMESTIC TRIPS AND AGE - ANOVA ......................................................................... 374
TABLE A10: MULTIPLE COMPARISONS - DEPENDENT VARIABLE: NUMBER OF DOMESTIC TRIPS IN THE
LAST YEAR - TAMHANE POST-hoc ........................................................................................................ 374
TABLE A11: MAIN MOBILITY AID BY TRAVEL DEPENDENCE ................................................................. 374
TABLE A12: ACCOMMODATION (MAIN DEST) BY TRAVEL AFFECTED BY DISABILITY/HEALTH CONDITION
(CHI-square)............................................................................................................................................. 375
TABLE A13: ACCOMMODATION CHOICE BY MOBILITY AID (CHI-square) .............................................. 376
TABLE A14: TRANSPORT USED TO ARRIVE AT MAIN DESTINATION - DERIVED * TRAVEL AFFECTED BY
DISABILITY CROSSTABULATION ........................................................................................................... 377
TABLE A15: TRANSPORT RECODED * MOBILITY IMPAIRMENTS CROSSTABULATION ................................ 378
TABLE A16: SAMPLING FRAME .................................................................................................................. 379
TABLE A17: KEY DATA ITEMS FOR ANXIETY TO ACCESS ..................................................................... 381
TABLE A18: G2 MODIFIED ABS DISABILITY MODULE .............................................................................. 381
TABLE A19: KEY DATA ITEMS FOR NATIONAL VISITOR SURVEY .......................................................... 382
TABLE A20: STANDARDS AUSTRALIA AS1428.1 AND AS1428.2 REQUIREMENTS .................................. 384

LIST OF FIGURES

FIGURE 1: OVERVIEW OF THESIS STRUCTURE ....................................................................................... 17
FIGURE 2: THE TOURISM SYSTEM ........................................................................................................... 70
FIGURE 3: A HIERARCHICAL MODEL OF LEISURE CONSTRAINTS ............................................................ 79
FIGURE 4: BARRIERS TO LEISURE PARTICIPATION FOR PEOPLE WITH DISABILITIES ......................... 80
FIGURE 5: CURRENT SITUATION OF DISABILITY TOURISM IN AUSTRALIA ........................................... 81
FIGURE 6: THEORETICAL FRAMEWORK ................................................................................................ 122
FIGURE 7: HOLIDAY PARTICIPATION IN LAST 12 MONTHS BY DEGREE OF DISABILITY ......................... 156
FIGURE 8: COMPARATIVE TOURISM PARTICIPATION BETWEEN NON-DISABLED, PEOPLE WITH DISABILITIES,
TRAVEL AFFECTED & THOSE WHO NEED ASSISTANCE IN THE LAST MONTH ....................................... 157
FIGURE 9: TOURISM PARTICIPATION RATES FOR TRAVEL AFFECTED BY DISABILITY AND THE NON-
DISABLED IN THE LAST MONTH .................................................................................................................. 158
FIGURE 10: PROPORTION OF TRAVELLING PUBLIC BY LEVEL OF DISABILITY .......................................... 159
FIGURE 11: TOURISM PARTICIPATION BY IMPAIRMENT IN THE LAST MONTH ........................................... 160
FIGURE 12: DISABILITY NEEDS BY TRAVELLERS AND NON-TRAVELLER ............................................... 161
FIGURE 13: TOURISM CONSTRAINTS OF PEOPLE WITH DISABILITIES ................................................. 163
FIGURE 14: TOURISM ACCESS INFORMATION CHAIN – CONSUMER, INTERMEDIARIES AND SUPPLIERS .. 256
FIGURE 15: WHEELCHAIR ACCESS SYMBOLS .......................................................................................... 297
FIGURE 16: THE COMPREHENSIVE TOURISM ACCESS MODEL (CoTAM) .................................................. 331
FIGURE A1: BINARY LOGISTIC REGRESSION MODEL ............................................................................... 369
<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Full Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAA</td>
<td>Australian Automobile Association</td>
</tr>
<tr>
<td>ABS</td>
<td>Australian Bureau of Statistics</td>
</tr>
<tr>
<td>ABCB</td>
<td>Australian Building Codes Board</td>
</tr>
<tr>
<td>ACROD</td>
<td>Australian Council for Rehabilitation of the Disabled</td>
</tr>
<tr>
<td>ADA</td>
<td><em>Americans with Disabilities Act, 1990</em> (United States of America)</td>
</tr>
<tr>
<td>AHA</td>
<td>Australian Hotels Association</td>
</tr>
<tr>
<td>AQA</td>
<td>Australian Quadriplegic Association</td>
</tr>
<tr>
<td>AS1428</td>
<td>Australian Standards for Access and Mobility</td>
</tr>
<tr>
<td>ATC</td>
<td>Australian Tourist Commission</td>
</tr>
<tr>
<td>BLRA</td>
<td>Binary logistic regression analysis</td>
</tr>
<tr>
<td>BAPC</td>
<td>Built Access Policy Committee</td>
</tr>
<tr>
<td>BCA</td>
<td>Building Code of Australia</td>
</tr>
<tr>
<td>BTR</td>
<td>Bureau of Tourism Research</td>
</tr>
<tr>
<td>CAGD</td>
<td>Commonwealth Attorney General’s Department</td>
</tr>
<tr>
<td>CDOT</td>
<td>Commonwealth Department of Tourism</td>
</tr>
<tr>
<td>CoTAM</td>
<td>Comprehensive Tourism Access Model</td>
</tr>
<tr>
<td>CTEC</td>
<td>Canberra Tourism and Events Corporation</td>
</tr>
<tr>
<td>DAP</td>
<td>Disability Action Plans</td>
</tr>
<tr>
<td>DDA</td>
<td><em>Disability Discrimination Act, 1992</em> (Commonwealth)</td>
</tr>
<tr>
<td>CDFACS</td>
<td>Commonwealth Dept. of Family and Community Services</td>
</tr>
<tr>
<td>DTM</td>
<td>Domestic Tourism Monitor</td>
</tr>
<tr>
<td>DSA</td>
<td><em>Disability Services Act, 1993</em> (NSW)</td>
</tr>
<tr>
<td>EPAA</td>
<td><em>Environmental Planning and Assessment Act, 1979</em> (NSW)</td>
</tr>
<tr>
<td>HACC</td>
<td>Home and Community Care</td>
</tr>
<tr>
<td>HREOC</td>
<td>Human Rights and Equal Opportunity Commission</td>
</tr>
<tr>
<td>ICIDH</td>
<td>International Classification of Impairments, Disabilities and Handicaps</td>
</tr>
<tr>
<td>ICIDH-2</td>
<td>International Classification of Functioning, Disability and Health (sic)</td>
</tr>
<tr>
<td>IYDP</td>
<td>United Nations 1981 International Year of Disabled Persons</td>
</tr>
<tr>
<td>NAWG</td>
<td>National Access Working Group</td>
</tr>
<tr>
<td>NICAN</td>
<td>National Information Communication Awareness Network</td>
</tr>
<tr>
<td>NRMA</td>
<td>National Roads and Motorist’s Association</td>
</tr>
<tr>
<td>NVS</td>
<td>National Visitor Survey</td>
</tr>
<tr>
<td>NTTC</td>
<td>Northern Territory Tourist Commission</td>
</tr>
<tr>
<td>ONT</td>
<td>Office of National Tourism</td>
</tr>
<tr>
<td>QTTC</td>
<td>Queensland Tourist and Travel Corporation</td>
</tr>
<tr>
<td>RIS</td>
<td>Regulatory Impact Statement</td>
</tr>
<tr>
<td>SATC</td>
<td>South Australian Tourism Commission</td>
</tr>
<tr>
<td>SOCOG</td>
<td>Sydney Olympic Games Organising Committee</td>
</tr>
<tr>
<td>SRDRN</td>
<td>Social Relations of Disability Research Network</td>
</tr>
<tr>
<td>TA</td>
<td>Tourism authorities</td>
</tr>
<tr>
<td>TAFE</td>
<td>Technical and Further Education</td>
</tr>
<tr>
<td>TDR</td>
<td>Tourism Destination Region</td>
</tr>
<tr>
<td>TGR</td>
<td>Tourism Generating Region</td>
</tr>
<tr>
<td>TI</td>
<td>Tourism Industry</td>
</tr>
<tr>
<td>TNSW</td>
<td>Tourism NSW</td>
</tr>
<tr>
<td>TQ</td>
<td>Tourism Queensland</td>
</tr>
<tr>
<td>TV</td>
<td>Tourism Victoria</td>
</tr>
<tr>
<td>TT</td>
<td>Tourism Tasmania</td>
</tr>
<tr>
<td>TTY</td>
<td>Tele-typewriter</td>
</tr>
<tr>
<td>WATC</td>
<td>Western Australian Tourism Commission</td>
</tr>
<tr>
<td>WADSC</td>
<td>Western Australian Disability Services Commission</td>
</tr>
</tbody>
</table>
CERTIFICATION

I, Simon Darcy, certify that the work contained in this Thesis has not been submitted for a degree at any other institution and that the work is the original work of the candidate except where sources are acknowledged.

[Signature]

Date: 15 December 2003
SYNOPSIS

Introduction

This thesis explores the citizenship rights of people with disabilities and their experience in relation to one activity and industry - tourism. It is proposed that people with disabilities living in Australia have been excluded, oppressed and disadvantaged by government, tourism authorities (TA) and tourism industry (TI), practice and discourses. This exclusion, oppression and disadvantage has been perpetrated by the government, tourism authorities and tourism industry, whose practices and discourses do not provide an equality of service provision for the group. From this position the central question addressed is:

To what extent are the tourism patterns and experiences of people with impairments in Australia unduly constrained by tourism authorities and tourism industry practice and discourse?

In taking direction from the social model of disability (Oliver 1990), the proposition deliberately uses the word impairments rather than disabilities as both a definitional and conceptual approach to the research. This is because the question tests whether the social relations produce the constraints that people with impairments face in negotiating tourism experiences and, hence, create disabling journeys. In other words, the disabling social relations transform the impaired person to the person with a disability in the tourism context. Unduly means that people with disabilities were not provided with an equality of service provision in comparison to the non-disabled.

Background and literature

The literature firstly provides a background on terminology used, human rights frameworks of Australian disability legislation and policy, and reviews disability statistics collection in Australia. This is followed by an outline of the major models and discourses for conceptualising disability, before the three main models are critically reviewed to provide an understanding of the major approaches to disability. These are the medical, social idealist and social models.

The disability and tourism literature documents a sporadic, ad-hoc and slow development of the field over the last 20 years. Empirically, the review reveals that large areas of disability tourism lack a substantial research base. While demand and supply have had some significant investigations, the role of government in the regulation and coordination of tourism has not been addressed. The geographic tourism systems should encompass all market segments but the subsequent review of research indicates that it has only begun to do so for people with disabilities. In many ways, the current treatment of disability in the tourism literature has been counter-productive. The research provides some understanding that the levels of tourism of people with disabilities are lower than those of the non-disabled, and the tourism constraints and needs of the group. Yet, there has been no subsequent explanation of why this group has the experiences that it has.

Method

The research design and methodology involves inductive inquiry utilising both quantitative and qualitative methodologies. This includes a multiple methodological approach involving secondary data analysis of major national and regional surveys, content/discourse analysis, in-depth interviews and a focus group. The secondary data sources involved the Disability, Ageing and Carers Survey (ABS 1993; 1998 n=42,000),
National Visitors Survey (BTR 1998 n=78,000) and Anxiety to Access (Tourism NSW 1998 n=2647). A content analysis is undertaken of the HREOC (2002) complaint cases, public hearings, public inquiries, disability action plans and disability Standards projects relevant to tourism. A content analysis is also undertaken of tourism authorities’ disability tourism initiatives from 1990-2000. In depth interviews are undertaken with three separate populations that include people with disabilities (n=15), accommodation managers (n=10) and responsible officers from tourism authorities (n=3). A focus group of accommodation managers (n=23) is also undertaken. The data are analysed and interpreted using binary logistic regression, ordinal logistic regression, phenomenology, grounded theory and discourse analysis.

Findings

Patterns

In Australia, people with impairments travel at significantly lower rates than the non-disabled. Subsequently, they constitute proportionally less of the travelling public than their proportion of the Australian population. People with impairments do not perceive their impairment as the reason for their non-participation in tourism but attribute non-participation, or reduced participation, to a series of structural constraints encountered. The tourism requirements of the group are dependent on their impairment, with the most marginalised travellers being those with mental health, vision, speech, mobility and hearing impairments. Impairment related considerations (type, level of independence and mobility aid) together with socio-demographic considerations of age, lifestyle situation, income, and geographic region are all statistically significant influences on the likelihood of an individual having a tourism experience. However, the number of trips taken each year is influenced purely by socio-demographic rather than impairment related considerations.

Experiences

The next chapter documents the lived tourism experiences of people with disabilities and the outcome of these experiences on the individuals. The chapter is deliberately in-depth to let the voices of people with disabilities be heard. People with disabilities reflect on their tourism experiences through the stages of travel including planning, transport, accommodation, destination experience and other considerations. From these reflections, it becomes evident that a series of substantial tourism constraints unduly affected their opportunities, patterns and experiences. However, contrary to Smith’s (1987) conceptualisation of barriers to leisure travel, this research finds that many of the constraints thought to be intrapersonal or interpersonal are largely structural. Further, the interrelationship of structural constraints creates a socio-spatial tourism segregation of people with disabilities.

Explanation

The social relations of tourism for people with disabilities are explained through two interrelated areas. The first seeks to explain why people with disabilities have the tourism experiences documented in the thesis. This is found to be a product of the discourses of access and accessibility. People with disabilities have a highly individualised understanding of access that share a common set of experiences. However, their discourse of access varies substantially different to that of the TA and TI. The TA and TI understanding of access is non-existent or overly simplified and does not provide the level or detail of information for people with disabilities to make informed decisions about accessibility. The simplified understanding of access is a combination of the development of the environmental planning process and the process of assessing accessibility. These are
compounded by the TA and TI having little understanding of their responsibilities under the DDA. The implementation of the citizenship rights of people with disabilities through the DDA further compounds the discourses of access because of the individualised and confidential complaints cases. The research reveals that a discourse of inaccessibility exists that is multi-faceted and inextricably bound with social and economic power of TA, TI, design, planning, construction and operations sectors, that, together with government regulators, shape the tourism environment.

The second seeks to understand why TA and TI behave the way they do towards people with disabilities. Four approaches emerge to the treatment of disability by TA and the accommodation sector. These are: do nothing; be seen to be doing something; react to legislative requirements; and identify as a market segment. What becomes apparent is that most of TA and TI do not have disability on the tourism agenda. Organisations omit, undertake token initiatives or set a low priority for disability. This is attributable to a series of preconceptions about people with disabilities that constitute a medical model worldview that results in ableist practices. This discourse is underpinned by a market ideology founded on yield that values market segments for their perceived profitability to the nation or corporation. This leads to managers of the TA and TI making decisions that deliberately exclude people with disabilities from an equality of service provision. Reinforcing this ideology is the lack of recognition of the human rights discourse of the Disability Discrimination Act, 1992 that has had little to no impact on TA and TI. In effect, there is a clash of values between the desire held by people with disabilities for citizenship (human rights and social model) and an ableist, market driven discourse of the TA and TI.

Comprehensive Tourism Access Model (CoTAM)

CoTAM is presented as a model of disability tourism experiences. The model consists of four interrelated components. These components are:

A. People with disabilities and their tourism experiences (demand);
B. Tourism industry (supply) and tourism authorities (coordination) practice;
C. Government human rights framework of the DDA (regulation);
D. An explanation for the experiences of people with disabilities through the discourses (market ideology; ableism; and power) and the social relations of access (discourses of access; development of the environmental planning process; and implementation of disability citizenship rights).

CoTAM is framed within the geographic tourism system (TGR \(\rightarrow\) TRANSIT \(\rightarrow\) TDR). CoTAM offers an opportunity to include social model and constraint theory within tourism system development. The model is inclusive of all stakeholder positions of demand, supply and coordination/regulation.

Conclusion

The central argument to emerge from this thesis is that disability is a social relationship – or rather a complex set of social relationships – between people with disabilities, and the organisations that control and administer the institutional and social environments in which they live. Tourism represents an important arena for social and cultural participation. Given the commitment by governments to ‘reduce disability’ it is thus critical to consider whether the relationships in the area of tourism are disabling or enabling. The thesis shows that the practices and discourses of tourism authorities and the tourism industry unduly constrain the tourism opportunities and experiences of people with impairments in Australia and create disabling journeys.
ACKNOWLEDGEMENTS

I am grateful to many people whose support made this thesis possible. In particular, I wish to thank the following:

- Foremost I would like to thank all those people with disabilities who contributed their time and experiences to the thesis for without their involvement this research would not be possible. I was overwhelmed by their generosity and their enthusiasm for travel. Secondly, I thank all those from government agencies and the tourism industry who contributed to this research directly and indirectly. In particular, those officers and managers of the tourism authorities and the accommodation sector who were willing to speak with me and provide an insight into the reasons for their organisation’s behaviour towards people with disabilities.

- My supervisor Professor Tony Veal and co-supervisor Associate Professor Helen Meekosha (UNSW), for their guidance, support and professional mentoring. A Ph.D. cannot be undertaken without the sustained dedication of supervisors with an interest and expertise in the candidate’s topic. Finding a supervisor is difficult but I was exceptionally lucky to find two supervisors whose interests and expertise complemented each other in a topic area that is interdisciplinary. I am deeply indebted to them for encouraging, enlightening and invigorating me over the long process that the Ph.D encompassed. I am particularly indebted to Tony for his interdisciplinary vision, theoretical rigour and his superb editorial eye.

- Dr David Pfieffer, Resident Scholar at the Center on Disability Studies at the University of Hawaii at Manoa, for his encouragement to pursue the area of study, his invitation to present internationally and his engaging discussions. Sadly, David passed away in December 2003.

- The small band of scholars and practitioners who believe in the right of people with disabilities to enjoy tourism in every sense - Bruce Cameron, Dr. Pheroza Daruwalla, Jeff Heath and Dr. Beth Stark Foggin, to whom I am particularly indebted for their support, good humour and for fighting the good fight.

- The Social Relations of Disability Research Network for the critical space to inquire, present, question and nurture researchers with disabilities. To the core group members, Helen, Leanne, Lynne, Anne, Andrew, Karen, Judy and Mike, I wish to express my gratitude for your support and critical inquiry. I’d also like to acknowledge all those people who presented, attended and added to the diversity of the seminars, intellectually and socially.

- Dr Peter Petrocz, School of Mathematics UTS, for his direction and cheer with Chapter 7.

- Lawrence Franklin from Tourism NSW for having the insight to support the original study of the tourism patterns and experiences of people with disabilities. This support was continued by Jane Anderson with the development of the Disability Action Plan and implementation of disability awareness training.

- The Ageing and Disability Department of NSW for the provision of a research grant in 1999/2000 to investigate the supply side perceptions of providing goods and services for people with disabilities.

- The UTS Accelerated Doctoral Completion Leave Program of which I was a beneficiary. It provided a semester’s teaching release that allowed a consolidated time to write up the research in Autumn Semester 2002.

- My colleagues in the School of Leisure, Sport and Tourism UTS, and in particular Tracy, Paul, Jennie, Stephen and Ravi, for their collegiality and cappuccino-related sustenance.

- To the examiners whose insightful thoughts have provided ideas for future publications.

- My family Karma, Tex and Monique who have been there supporting my academic endeavours throughout my life. Little Samuel J Darcy-Massey for reminding me that a Ph.D. is a Ph.D. and that there are many more important things like spending time with your nephew and learning the joys of Shrek, Bob the Builder, Spiderman & Nemo!

- Lastly, my wife Fiona for living through the Ph.D. melodrama with me, giving unconditional tender loving care when needed, and listening to my many rambling diatribes on the latest theoretical issue I was grappling with.
PREFACE

My interest in the problem derived from a chance involvement in research on the Disabled People’s International World Assembly held in Sydney in December 1994 (Darcy 1995). Over 1000 delegates attended the World Assembly, approximately half of whom had disabilities. I thought that the World Assembly would be an opportunity to assess the delegates’ experience of tourism in Australia and their perceptions of Sydney as an accessible city. This interest was both professional and personal. To an academic working in the area of environmental planning and public policy for leisure and tourism, the World Assembly delegates provided an outsider perspective on Australian responses to people with disabilities and the accessibility of Sydney as a destination. My interest was also as a person with a disability for whom the World Assembly was a turning point. It was my first experience of being part of the disability community in Sydney and was an event that stimulated my interest in advocacy, research and the politics of disability issues.

After the World Assembly had finished and I had completed gathering the questionnaire-based data, the preliminary results prompted a range of other questions. The major of these was ‘what is known about the tourism experiences of people with disabilities?’ Upon consulting the literature in Australia and overseas the answer emerged as a stark - ‘not much’. This, in itself, was an insight into the status of disability and tourism as a focus of academic study and industry practice. From this position, I embarked on research into the tourism patterns and experiences of people with disabilities supported by Tourism NSW (Darcy 1998). In the time since this research began a lot more is known about tourism and people with disabilities. However, two recent incidents in the Sydney Morning Herald (MacLennan 2003) and the Commonwealth Government Hansard (Hansard 2003) highlighted that the struggle of people with disabilities for an equality of tourism service provision continues.

December 2003

[Signature]

December 2003