



7 Tasman Street, Corindi Beach NSW 2456

ACCESS & INCLUSION ACTION PLAN | 2026-2028



// ADDRESS

7 Tasman Street,
Corindi Beach
NSW 2456

// PHONE | WEB | EMAIL

P: 02.6649.2622
W: www.corindibeachhotel.com.au
E: manager@nchgcorindi.com.au

OUR APPROACH

At Corindi Beach Hotel, inclusion is not only a policy document. It is how we operate day to day.

We support locals, visitors, families, groups, live entertainment audiences and guests with different access needs. Our focus is simple:

Our approach is to actively remove barriers to participation through practical venue design, flexible service delivery and ongoing adjustment based on guest feedback.

KEY COMMITMENTS:

1. Improve Physical Access

- Continue staged improvements to pathways, seating layouts and service areas
- Review crowd flow for major events to reduce congestion points
- Maintain practical access across core trading areas where available

TARGET - Annual review of venue layout with at least 2 practical improvements identified or implemented each year

2. Improve Communication & Pre-Visit Clarity

- Keep accessibility information visible online and available before arrival
- Clearly communicate event conditions such as crowds, noise and access impacts
- Provide a direct contact point for guests with specific needs

TARGET - Accessibility information reviewed every 6 months

3. Strengthen Staff Support

- Include accessibility expectations in staff and manager briefings
- Encourage proactive assistance with seating, navigation and service options
- Record and respond to access-related feedback

TARGET - Accessibility briefing included before major events



OUR APPROACH (CONT'D)



KEY COMMITMENTS:

4. Inclusive Programming

- Continue family-friendly, daytime and lower-intensity event opportunities where possible
- Balance high-energy events with accessible alternatives and quieter areas where available

TARGET - Regular family-friendly or accessible programming options maintained

5. Continuous Improvement

- Capture feedback from guests, staff and event partners
- Use real-world issues to drive practical layout, service and programming improvements

TARGET - Track and respond to all accessibility-related feedback

Performance, Accountability & Continuous Improvement

Responsibility for delivery of this Action Plan sits with venue management and is embedded in day-to-day operations across all departments. Performance is reviewed annually, with outcomes assessed against guest feedback, operational performance and event delivery.

Learnings from real trading conditions, particularly high-volume dining and live music periods, are used to refine layouts, service approaches and programming decisions so accessibility continues to improve as the venue grows.