

CROWN HOTEL

Est. 1952

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ACCESS & INCLUSION ACTION PLAN | 2026-2028



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OUR APPROACH

At the Crown Hotel, inclusion is part of everyday hospitality.

We welcome locals, visitors, accommodation guests, families, function groups and event audiences. Our focus is simple:

Make the venue easy to access, easy to understand and easy to enjoy.



KEY COMMITMENTS:

1. Improve Physical Access

- Continue staged improvements to pathways, seating layouts and service areas
- Review crowd flow for major events and functions to reduce congestion points
- Maintain step-free access to core trading areas where available
- Help guests identify suitable accommodation and dining options before arrival

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

2. Improve Communication & Pre-Visit Clarity

- Keep Accessibility Guide updated and visible online
- Clearly communicate event conditions including crowds, noise and access before arrival
- Provide a direct contact point for guests with specific needs

TARGET - Accessibility Guide reviewed every 6 months.

OUR APPROACH (CONT'D)



KEY COMMITMENTS:

3. Staff Confidence & Service Support

- Include accessibility expectations in staff briefings
- Focus on practical assistance, not theory
- Use real event and function scenarios as training examples

TARGET - Accessibility reminders included in event and function briefings.

4. Inclusive Programming

- Continue daytime, family-friendly and inclusive event formats
- Balance high-energy events with accessible alternatives where possible

TARGET - Maintain regular inclusive, daytime or family-friendly programming.

5. Continuous Improvement

- Capture feedback from guests, staff and event partners
- Use real-world issues to drive practical 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-world trading conditions are used to refine layouts, service approaches and programming decisions.