



ACCESS & INCLUSION ACTION PLAN

2026-2028



The Good Intent Hotel, South Grafton

// ADDRESS

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OUR APPROACH

At The Good Intent Hotel, inclusion is part of how the venue operates day to day.

We welcome locals, visitors, families, older guests, people with disability, community 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 upgrades to pathways, seating layouts and service areas
- Review crowd flow for major events to reduce congestion points
- Maintain step-free access across core trading areas where practical

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

2. Improve Communication & Pre-Visit Clarity

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

TARGET - Accessibility information reviewed every 6 months.



OUR APPROACH

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KEY COMMITMENTS:

3. Build Staff Confidence

- Include accessibility expectations in staff briefings
- Focus on practical assistance, clear communication and respectful service
- Use real event and function scenarios as training examples

TARGET - Accessibility included in staff induction and major event briefings.

4. Inclusive Programming

- Continue family-friendly, daytime and community activities where possible
- Balance high-energy events with accessible alternatives
- Promote pre-visit information so guests can choose suitable sessions

TARGET - Maintain accessible or family-friendly options across the program where possible.

5. Continuous Improvement

- Capture feedback from guests, staff and event partners
- Use real-world issues to drive practical improvements
- Track and respond to accessibility-related feedback

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.