



DISABILITY ACCESS & INCLUSION PLAN

2026-2028



The Good Intent Hotel, South Grafton

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PRACTICAL IMPLEMENTATION PLAN

Accessibility Commitment & Operational Approach

The Good Intent Hotel recognises that access to hospitality, live music, dining, accommodation and social environments is not equal for all guests. Accessibility is treated as an operational responsibility rather than a compliance exercise.

Our approach is to actively remove barriers to participation through practical venue design, flexible service delivery and ongoing adjustment based on real guest feedback. Performance against this plan is reviewed annually and informs both operational decisions and future investment in the venue.



1. Physical Access

- Maintain step-free entry and wide internal pathways where practical
- Provide flexible seating and accessible viewing or gathering areas
- Monitor crowd density and adjust layouts during events

2. Communication & Information

- Provide clear pre-event information about crowds, noise and access
- Maintain accessible online information and direct contact details
- Encourage pre-contact for guests with specific access needs

3. Customer Experience

- Ensure staff actively assist guests requiring support
- Identify quieter areas for guests needing lower sensory environments where available
- Provide flexible service options where possible

PRACTICAL IMPLEMENTATION PLAN

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4. Staff Training

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

5. Participation & Inclusion

- Support access to live music, dining, functions, accommodation and social connection
- Provide varied event formats to suit different audiences
- Promote family-friendly and daytime alternatives where possible

6. Review & Accountability

- Annual internal review of accessibility performance
- Improvements driven by real guest feedback and operational experience
- Venue management responsible for tracking actions and updates

This plan is designed to remain practical and responsive. Learnings from busy trading periods, functions, accommodation and live entertainment are used to refine layouts, service approaches and programming decisions over time.