



# SUSTAINABILITY, ACCESSIBILITY & COMMUNITY IMPACT

2026



**The Good Intent Hotel, South Grafton**

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# SUSTAINABILITY & ENVIRONMENTAL PRACTICES

The Good Intent Hotel has been redeveloped as a contemporary South Grafton hospitality venue with sustainability embedded into its building, kitchen and service operations.

The refurbishment reused the existing building footprint where possible and upgraded the venue with efficient systems designed for long-term performance.

Environmental improvements are managed as practical operating actions that reduce waste, energy use and unnecessary materials while supporting a better guest experience.



## KEY INITIATIVES INCLUDE:

- **Energy Efficiency**  
A 40kW solar system, LED lighting, motion sensors and efficient kitchen appliances reduce energy demand across the venue.
- **Water & Building Performance**  
Water-saving tapware, insulation and passive cooling techniques support day-to-day efficiency and comfort.
- **Sustainable Materials**  
The redevelopment retained and revealed heritage building fabric, reducing the need for unnecessary new materials.
- **Local Sourcing & Packaging**  
Kitchen operations focus on local sourcing where practical and biodegradable packaging for takeaway services.

Sustainability actions are reviewed as part of ongoing operations, with future upgrades to be assessed through cost, guest experience and environmental benefit.

# ACCESSIBILITY & INCLUSION



The Good Intent Hotel welcomes guests of all abilities, ages, backgrounds and identities. The redeveloped venue has been planned to support safer movement, clearer service and easier participation in dining, social events and functions.

Our team is focused on creating an environment where guests feel comfortable, respected and supported at all times.



## KEY FEATURES INCLUDE:

- Ramp and access upgrades, including steps removal, kerb work and hand railings
- Wheelchair-friendly bathroom and ramp access where available
- Low-height service counters in the bistro to support easier interaction
- Large-font, high-contrast signage, with braille options in key areas where available
- Flexible seating across bistro, bar, function and outdoor areas

During busy periods and events, crowd flow and service delivery are actively managed to maintain safe and comfortable conditions for guests.

# COMMUNITY & ECONOMIC IMPACT

The Good Intent Hotel is a landmark South Grafton venue and a social hub for locals, visitors, sporting clubs, community groups and regional event organisers. Since reopening after its redevelopment, the venue has strengthened its role in local hospitality, events and tourism.

The venue supports community connection through dining, functions, live entertainment, accommodation and everyday social gathering.



## THE VENUE SUPPORTS:

- Local employment, training and team development opportunities
- Local suppliers and service providers across food, beverage, maintenance and events
- A calendar of live entertainment, functions and community activity
- Tourism and visitor spending in South Grafton and the Clarence Valley
- Community groups, sporting clubs and regional organisations through venue use and local engagement

The redevelopment has helped return pride and activity to a well-known local hotel, creating a stronger platform for ongoing regional hospitality and community connection.

# GUEST SUPPORT & ENQUIRIES



The Good Intent Hotel understands that every visit is different. Whether you are booking accommodation, attending an event, joining friends for a meal, visiting the bottleshop or planning a function, our team is available to assist with specific requirements.

Guests with accessibility needs, group bookings, dietary requirements or special event requests are encouraged to contact the venue prior to arrival so we can support the best possible experience.

## FOR ALL ENQUIRIES:

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# ACCESSIBILITY GUIDE

The Good Intent Hotel is a renovated, entertainment-led South Grafton venue offering dining, bar service, functions, accommodation, bottleshop and social spaces.

We aim to provide a welcoming and accessible experience for all guests, including visitors unfamiliar with the venue.



## INCLUSION & GUEST EXPERIENCE

The Good Intent Hotel welcomes guests of all abilities, backgrounds and identities. This includes families, older guests, people with disability, locals and visitors.

### VENUE ACCESS:

- Step-free access available to main entry points where practical
- Wide internal pathways and flexible seating arrangements
- Bistro, bar and outdoor areas managed to suit different group and mobility needs
- Staff assistance available for seating, wayfinding and access to facilities

### ACCESSIBLE AMENITIES:

- Accessible bathroom facilities available on site
- Quieter seating areas identified where possible during non-peak periods
- Clear signage and staff support for guests requiring assistance

### PARKING & ARRIVAL:

- Street and nearby parking options available close to the venue
- Drop-off options available near main entry where practical
- Guests with specific arrival needs are encouraged to contact the venue before visiting

# ACCESSIBILITY GUIDE (CONT'D)



## STAFF ASSISTANCE:

- Duty Managers and senior staff are available during major trading periods
- Staff can assist with mobility access, seating and general navigation of the venue
- Guests are encouraged to speak with staff on arrival if assistance is required

## LIVE MUSIC & EVENTS:

- Events can include high crowd volumes, loud music and lighting effects
- For lower sensory needs, staff can help identify quieter areas where available
- Daytime, family-friendly and community activities provide alternative access to the venue experience

## FOOD & BEVERAGE SERVICE:

- Table seating available in bistro, bar and outdoor areas
- Counter service supported by staff assistance where required
- Dietary requirements can be discussed with staff at the time of ordering

## PRE-VISIT INFORMATION:

- Event details and service information are communicated via website and social media channels
- Peak periods can result in wait times for food and beverage service
- Guests are encouraged to contact the venue before major events if they need support

# ACCESSIBILITY GUIDE (CONT'D)



## GETTING HERE:

The Good Intent Hotel is located at 65 Armidale St, South Grafton NSW 2460. Taxi and rideshare services operate throughout the South Grafton and Grafton area. Guests can contact the venue before arrival for assistance with access planning.

## CONTACT:

If you have specific accessibility requirements prior to your visit, please contact the venue directly and our team will assist where possible.

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