



ACCESS & INCLUSION ACTION PLAN

2026-2028



Seaview Tavern, Woolgoolga

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OUR APPROACH

At Seaview Tavern, inclusion is not just a policy document. It is how we operate day to day.

We welcome locals, visitors, families, groups and guests attending live entertainment. 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 to reduce congestion points
- Maintain practical access across core trading areas

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

2. Improve Communication & Pre-Visit Clarity

- Keep accessibility and event information visible online where practical
- 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

3. Strengthen Staff Support

- Include accessibility expectations in staff briefings
- Encourage practical assistance with seating, navigation and service
- Use real venue scenarios to build staff confidence

TARGET - Accessibility reminders included in regular operational briefings

OUR APPROACH (CONT'D)



KEY COMMITMENTS:

4. Inclusive Programming

- Continue family-friendly, daytime and community-oriented events
- Balance high-energy events with accessible alternatives where possible

TARGET - Maintain regular accessible 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 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 live entertainment and high-volume dining periods, are used to refine layouts, service approaches and programming decisions. This ensures accessibility is not static, but continues to improve in line with venue growth, audience expectations and future investment decisions.

