



DISABILITY ACCESS & INCLUSION PLAN

2026-2028



Seaview Tavern, Woolgoolga

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PRACTICAL IMPLEMENTATION PLAN

Accessibility Commitment & Operational Approach

We recognise that access to hospitality, live music and social environments is not equal for all guests. At Seaview Tavern, accessibility is treated as an operational responsibility rather than a compliance exercise. Our approach is to remove barriers to participation through practical venue design, flexible service delivery and ongoing adjustment based on guest feedback. Performance against this plan is reviewed annually and informs operational decisions and future investment in the venue.

1. Physical Access

- Maintain practical entry and wide internal pathways where available
- Provide flexible seating and accessible viewing options
- 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 where practical
- Encourage pre-contact for guests with specific needs

3. Customer Experience

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



PRACTICAL IMPLEMENTATION PLAN (CONT'D)



4. Staff Training

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

5. Participation & Inclusion

- Support access to live music, dining and social occasions
- Provide varied event formats to suit different audiences
- Encourage early contact for guests planning a visit with specific access needs

6. Review & Accountability

- Annual internal review of accessibility performance
- Improvements driven by real guest feedback and operational experience
- Actions reviewed by venue management and embedded into regular operations

Guest support contact

ALEX@SEAVIEWTAVERN.COM.AU

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