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ACCESS & INCLUSION ACTION PLAN | 2026-2028



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OUR APPROACH

At the Village Green Hotel, inclusion is not a policy document. It is how we operate day to day.

We welcome dining guests, live entertainment audiences, locals, visitors, families and groups. 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 reviews of pathways, seating layouts and service areas
- Review crowd flow for major events to reduce congestion points
- Maintain safe and clear access across core trading areas where practical

TARGET - Annual review of venue layout with practical improvements recorded each year

2. Improve Communication & Pre-Visit Clarity

- Keep the Accessibility Guide updated and visible online or available on request
- Clearly communicate event conditions such as crowds, noise and access before arrival
- Provide a direct contact point for guests with specific needs

TARGET - Accessibility Guide reviewed every 6 months

3. Improve Staff Support & Service Flexibility

- Include access expectations in shift briefings and event planning
- Support staff to respond practically to guest needs in real time

TARGET - Accessibility reminders included in major event briefings



OUR APPROACH (CONT'D)

KEY COMMITMENTS:

4. Inclusive Programming

- Continue to consider family-friendly, daytime and accessible event options
- Balance high-energy events with lower-pressure alternatives where practical

TARGET - Regular programming review to identify accessible and all-ages opportunities

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 are used to refine layouts, service approaches and programming decisions so accessibility continues to improve in line with venue growth, audience expectations and future investment decisions.

