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DISABILITY ACCESS & INCLUSION PLAN | 2026-2028



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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 the Village Green Hotel, 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 operational decisions and future investment in the venue.

1. Physical Access

- Maintain safe entry and clear internal pathways where practical
- Provide flexible seating and accessible viewing areas where available
- 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 or make access information available on request
- Encourage pre-contact for specific 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 (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, functions and social spaces
- Provide varied event formats to suit different audiences where practical

6. Review & Accountability

- Annual internal review of accessibility performance
- Improvements driven by real guest feedback and operational experience
- Venue management accountable for monitoring delivery and documenting next steps

