



ACCESS & INCLUSION ACTION PLAN | 2026-2028



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OUR APPROACH

At the Hoey Moey, inclusion is not a policy document. It's how we operate day to day.

We deal with high volumes, live entertainment, tourists, locals, 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 upgrades to pathways, seating layouts, and service areas
- Review crowd flow for all major events to reduce congestion points
- Maintain step-free access across core trading areas

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

2. Improve Communication & Pre-Visit Clarity

- Keep Accessibility Guide updated and visible online
- Clearly communicate event conditions (crowds, noise, access) before arrival
- Provide a direct contact point for guests with specific needs

TARGET - Accessibility Guide reviewed every 6 months



OUR APPROACH (CONT'D)

KEY COMMITMENTS:

4. Inclusive Programming

- Continue all-ages and daytime events
- Balance high-energy events with accessible alternatives

TARGET - Minimum 1 accessible or all-ages event per week

5. Continuous Improvement

- Capture feedback from guests, staff, and event partners
- Use real-world issues to drive practical improvements

TARGET - Track and respond to all 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-world trading conditions, particularly high-volume live music events, 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.

