



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 Hoey Moey, 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 both operational decisions and future investment in the venue, ensuring accessibility remains part of how we grow attendance and broaden our audience.



1. Physical Access

- Maintain step-free entry and wide internal pathways
- Provide flexible seating and accessible viewing areas
- Monitor crowd density and adjust layouts during events

2. Communication & Information

- Provide clear pre-event information (crowds, noise, access)
- Maintain accessible online information
- 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
- 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 accommodation
- Provide varied event formats to suit different audiences

6. Review & Accountability

- Annual internal review of accessibility performance
- Improvements driven by real guest feedback and operational experience

