



Central Access and Inclusion Action Plan

2026 - 2027

Committed to creating an inclusive
tourism experience where every visitor
feels welcomed.

Purpose

Pat's Sapphire Central is committed to creating an inclusive tourism experience where every visitor feels welcomed, respected and able to participate. This Access and Inclusion Action Plan outlines the practical steps we will take to improve accessibility across our business.

Our Objectives

We aim to:

- Remove barriers to participation wherever practical.
- Improve accessibility across our facilities and services.
- Build staff confidence in assisting visitors with diverse needs.
- Ensure accessibility is considered in future planning and development.
- Foster an inclusive culture for visitors, staff and the community.

Key Actions

Customer Experience

We will:

- Provide an Accessibility Guide on our website.
- Encourage visitors to discuss accessibility needs before arrival.
- Offer personalised assistance where practical.
- Review visitor feedback to identify improvements.

Target: Review visitor feedback annually and implement priority improvements.

Staff Training

We will:

- Provide disability awareness and inclusive customer service training.
- Promote respectful communication.
- Ensure all staff understand available accessibility features.

Target: All staff complete accessibility awareness training.

Communication

We will:

- Use clear, easy-to-understand language.
- Ensure website information is accessible and up to date.
- Provide multiple methods of contact.

Target: Review accessibility information annually.

Facilities

We will:

- Improve accessibility where practical during upgrades.
- Maintain safe pathways and visitor areas.
- Provide seating throughout the property.
- Improve signage and wayfinding.

Target: Consider accessibility in all future capital improvements.

Community Partnerships

We will:

- Engage with accessibility organisations where appropriate.
- Seek feedback from visitors with lived experience.
- Promote inclusive tourism within the region.

Target: Consult with visitors and stakeholders annually.

Monitoring

Progress will be reviewed each year by management.

Success will be measured through:

- Visitor feedback
- Staff feedback
- Accessibility improvements completed
- Website updates
- Customer satisfaction
- Annual review of the Action Plan

Our Commitment

Accessibility is an ongoing journey of continuous improvement. Pat's Sapphire Central is committed to creating an inclusive environment where every visitor can enjoy authentic regional experiences with dignity, independence and confidence.