



Central Disability Access and Inclusion Plan

2026 - 2027

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

Vision

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.

Guiding Principle

We are committed to:

- Respect and dignity.
- Equal opportunity.
- Independence.
- Inclusive customer service.
- Continuous improvement.

Our Commitments

Accessible Services

We will:

- Provide information about accessibility before visitors arrive.
- Offer assistance where required.
- Adapt experiences where practical.
- Ensure visitors are treated respectfully and fairly.

Accessible Facilities

We will:

- Maintain safe and a
- Accessible visitor areas.
- Improve accessibility during future upgrades.
- Regularly inspect facilities for potential barriers.

Accessible Information

We will:

- Maintain an up-to-date Accessibility Guide.
- Use clear language across printed and digital materials.
- Provide alternative communication methods where possible.

Staff Capability

We will:

- Train staff in disability awareness.
- Encourage respectful and inclusive communication.
- Empower staff to respond confidently to accessibility requests.

Planning for the Future

Accessibility will be considered when planning:

- New visitor experiences.
- Building improvements.
- Signage.
- Landscaping.
- Visitor amenities.
- Digital communications.