

# Jervis Bay Brewing Co – Access and Inclusion Action Plan (AIAP)

## Purpose

Jervis Bay Brewing Co is committed to creating a welcoming, inclusive and accessible environment for all customers, employees, suppliers and visitors. This Access and Inclusion Action Plan outlines the actions we will take to identify and remove barriers, ensuring everyone can enjoy our brewery regardless of age, ability or background.

## Objectives

- Improve physical access to our venue and facilities.
- Ensure our customer experience is inclusive and welcoming.
- Increase staff awareness and confidence in supporting people with disability.
- Improve access to information through clear and accessible communication.
- Create an inclusive workplace where everyone has equal opportunities.

## Priority Areas

### 1. Physical Accessibility

**Goal:** Make it easy for all visitors to access and enjoy our venue.

#### Actions

- Conduct an annual accessibility audit of the brewery and taproom.
- Maintain accessible pathways and seating throughout the venue.
- Ensure accessible toilets remain clearly signed and well maintained.
- Consider accessibility requirements when planning future renovations or upgrades.
- Provide flexible seating options for guests with mobility needs.

#### Measure of Success

- Annual audit completed.
- Accessibility improvements incorporated into future capital works.
- Positive customer feedback regarding venue accessibility.

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### 2. Customer Experience

**Goal:** Ensure every visitor feels welcome and supported.

## **Actions**

- Train staff to confidently assist guests with different accessibility needs.
- Encourage staff to ask, "How can I help?" rather than making assumptions.
- Provide table service where appropriate for guests with limited mobility.
- Ensure service animals are welcomed in accordance with legislation.
- Continue offering a relaxed, family-friendly environment with a variety of seating options.

## **Measure of Success**

- Accessibility included in staff induction and annual training.
  - Positive customer feedback.
  - No substantiated accessibility complaints.
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## **3. Communication**

**Goal:** Make information easy to access and understand.

### **Actions**

- Use plain English in customer communications where practical.
- Ensure our website and digital communications are easy to navigate.
- Use high-contrast signage throughout the venue where possible.
- Provide menus in digital format via QR code.
- Include accessibility information on our website, such as parking, toilets and venue access.

### **Measure of Success**

- Accessibility information published online.
  - Customer feedback indicates information is easy to find.
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## **4. Employment**

**Goal:** Foster an inclusive workplace.

### **Actions**

- Promote equal employment opportunities.
- Make reasonable workplace adjustments where required.
- Include diversity and inclusion in staff induction.
- Encourage respectful workplace behaviours through company values and policies.

### **Measure of Success**

- Inclusive recruitment practices maintained.

- Staff awareness of inclusion expectations.
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## **5. Continuous Improvement**

**Goal:** Regularly review and improve accessibility.

### **Actions**

- Invite customer feedback on accessibility through surveys and conversations.
- Review this Action Plan annually.
- Prioritise improvements based on customer feedback, staff observations and available resources.
- Celebrate and communicate improvements with staff and customers.

### **Measure of Success**

- Annual review completed.
- Continuous improvement actions implemented each year.

## **Responsibility**

Responsibility for implementing this plan sits with the General Manager, with support from department managers and all employees.

## **Review**

This Access and Inclusion Action Plan will be reviewed annually as part of Jervis Bay Brewing Co's business planning process to ensure it remains relevant and continues to improve accessibility and inclusion across the business.