

SUSTAINABILITY, ACCESSIBILITY & COMMUNITY IMPACT

// ADDRESS

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SUSTAINABILITY & ENVIRONMENTAL PRACTICES

The Hoey Moey is one of the most active hospitality venues on the NSW North Coast, operating across food, beverage, accommodation, and live entertainment. Sustainability is managed across the entire operation, with a focus on reducing waste, improving efficiency, and supporting long-term business performance.

The venue serves between **3,000–5,000 meals per week**, supported by high-volume bar trade, bottleshop operations, and consistent accommodation occupancy driven by events and tourism visitation.



KEY INITIATIVES INCLUDE:

• **Operational Waste Reduction**
Structured kitchen waste tracking and improved preparation systems have reduced food overproduction by approximately 20%, improving efficiency and lowering overall waste output. Waste separation practices across bars, accommodation, and public areas continue to reduce landfill reliance.

• **Packaging & Materials**
Compostable takeaway packaging and a reduction in single-use plastics have been implemented across food and beverage operations.

• **Energy Efficiency**
Ongoing upgrades to refrigeration, bar equipment, and accommodation services are improving energy performance across the venue.

• **Regional Supply Chain**
Strong relationships with local producers, breweries, and suppliers support regional businesses while reducing transport requirements.

We continue to focus on practical improvements, targeting further reductions in waste and energy use as part of ongoing operations.

Sustainable Tourism Accredited Business

ACCESSIBILITY & INCLUSION



The Hoey Moey welcomes a diverse range of guests including people of all abilities, backgrounds and identities. This includes families, older guests, people with disability, and members of the LGBTQ+ community. Our team is focused on creating an environment where guests feel comfortable, respected and supported at all times.



KEY FEATURES INCLUDE:

- **Ground-level access & ramp entry across main service areas**
- **Multiple service points across bars, bistro & outdoor spaces**
- **Flexible seating across indoor & outdoor areas**
- **Accessible accommodation options**
- **Family-friendly programming, including early & all-ages events**

During busy periods and major events, crowd flow and service delivery are actively managed to maintain safe and comfortable conditions for all guests.

Our team plays a key role in accessibility, responding to guest needs in real time and adjusting service where required. Ongoing improvements to amenities, signage, and layout are incorporated into future planning and upgrades.

COMMUNITY & ECONOMIC IMPACT

The Hoey Moey plays an important role in the Coffs Coast community and visitor economy.



THE VENUE SUPPORTS:

- **60+ local staff, providing employment & development opportunities**
- **100+ local suppliers & service providers, contributing to regional business activity**
- **A consistent calendar of live music & events, supporting tourism & the night-time economy**
- **Strong accommodation demand linked to event programming & visitor activity**

Community engagement is a core part of the venue's operation. The Hoey Moey hosts regular raffles, fundraisers, and local events, supporting sporting clubs, schools, and community groups. Over time, this has contributed significant financial and in-kind support to local organisations.

The combination of food, beverage, accommodation, and live entertainment creates a destination experience that encourages longer stays, repeat visits, and increased local spend.



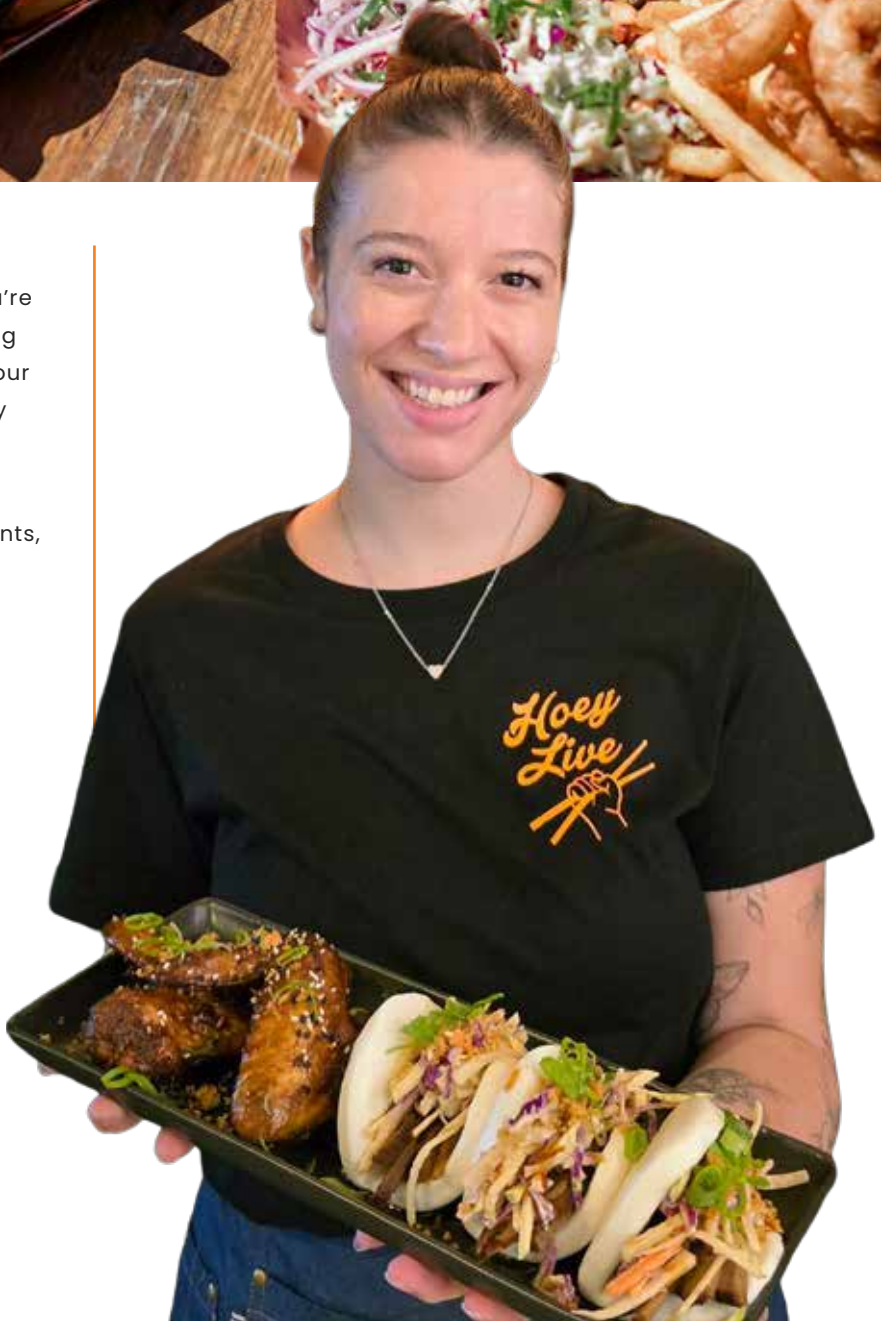
GUEST SUPPORT & ENQUIRIES



The Hoey Moey understands that every visit is different. Whether you're booking accommodation, attending an event, or joining us for a meal, our team is available to assist with any specific requirements.

Guests with accessibility needs, group bookings, dietary requirements, or special event requests are encouraged to contact us prior to arrival so we can ensure the best possible experience.

For all enquiries, please contact:
catering@nchg.com.au



ACCESSIBILITY GUIDE

The Hoey Moey is a high-volume, entertainment-led venue in Coffs Harbour offering live music, dining and social spaces.

We aim to provide a welcoming and accessible experience for all guests, including visitors unfamiliar with the venue.







INCLUSION & GUEST EXPERIENCE

The Hoey Moey welcomes a diverse range of guests including people of all abilities, backgrounds and identities. This includes families, older guests, people with disability, and members of the LGBTQ+ community. Our team is focused on creating an environment where guests feel comfortable, respected and supported at all times.

VENUE ACCESS:

- **Step-free access available to main entry points**
- **Wide internal pathways across bar, bistro and beer garden areas**
- **Flexible seating arrangements to accommodate different group and mobility needs**
- **Outdoor areas are flat and accessible, including main beer garden event space**

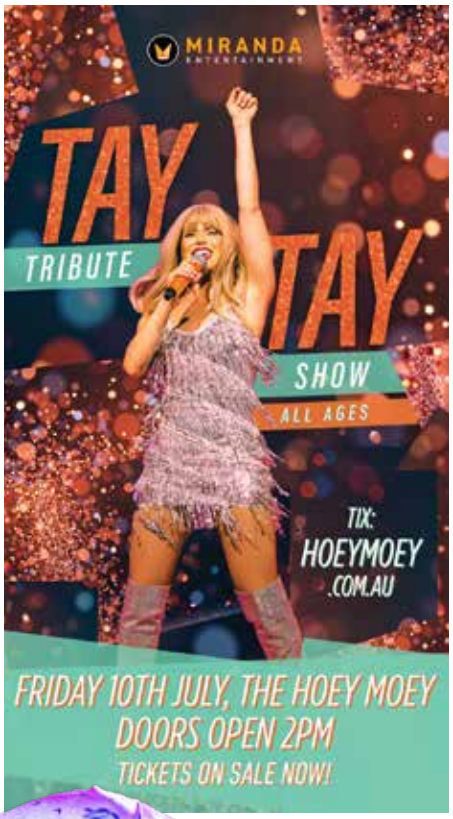
ACCESSIBLE AMENITIES:

- **Accessible bathroom facilities available on site**
- **Seating available throughout the venue, including quieter areas during non-peak periods**
- **Staff available to assist with access to facilities if required**

PARKING & ARRIVAL:

- **On-site and nearby street parking available**
- **Drop-off points available close to main entry**
- **Venue is located within easy access of central Coffs Harbour accommodation precints**

ACCESSIBILITY GUIDE (CONT'D)





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All-ages show

STAFF ASSISTANCE:

- Duty Managers and Floor Managers are present during all major trading periods
- Staff are trained to assist with mobility access, seating and general navigation of the venue
- Guests are encouraged to speak with staff on arrival if assistance is required

LIVE MUSIC & EVENTS

- The venue hosts regular live entertainment, which can include high crowd volumes, loud music and lighting effects
- For guests requiring a lower sensory experience, staff can assist in identifying quieter areas of the venue where available
- Daytime and all-ages events are scheduled throughout the year, offering alternative access to the venue experience

FOOD & BEVERAGE SERVICE:

- Table seating available in bistro and outdoor areas
- Bar service is counter-based, with staff available to assist where required
- Dietary requirements can be discussed with staff at time of ordering

PRE-VISIT INFORMATION:

To assist visitors in planning their experience -

- Event details, expected crowd size and service style are communicated via our website and social media
- Peak periods can result in wait times for food and beverage service
- Guests are encouraged to arrive early for major events to secure preferred seating and access

ACCESSIBILITY GUIDE (CONT'D)







GETTING HERE:

The Hoey Moey is located in Park Beach, Coffs Harbour, within close proximity to major hotels, holiday parks and tourist accommodation.

Taxi and rideshare services operate throughout the area.

CONTACT:

If you have specific accessibility requirements prior to your visit, please contact the venue directly and our team will assist where possible.

Phone: 02.6652.3833

Email: info@hoeymoey.com.au

Website: www.hoeymoey.com.au

