Accessibility Statement

Choice Wellbeing Service CIC

Website: www.choicewellbeingservice.org
Last Updated: November 2026
Review Date: November 2027

Our Commitment to Accessibility

At Choice Wellbeing Service CIC, we believe that everyone should have the opportunity to access information, support and services in a way that works for them.

Accessibility is about more than physical access. It is about recognising that people have different needs, experiences and ways of communicating, learning and engaging.

We are committed to making our website, information and services as accessible and inclusive as reasonably possible, particularly for parent carers, disabled people, neurodivergent individuals and those who may experience additional barriers to accessing support.

Built around you, empowered by choice.

Accessibility of Our Website

We aim to make our website easy to navigate, understand and use across different devices and assistive technologies.

When developing and updating our website, we aim to:

- Use clear, straightforward language.
- Organise information using meaningful headings and sections.
- Maintain readable text and appropriate colour contrast.
- Provide descriptive links and accessible navigation wherever possible.
- Include alternative text for meaningful images.
- Make important information available in different formats where reasonably possible.
- Consider the needs of people using screen readers, keyboard navigation, magnification and other assistive technologies.
- Reduce unnecessary complexity when accessing information or completing forms.

We use Wix to host and manage our website and continue to review the accessibility of the content and features we create.

Online Courses and Learning Resources

Choice provides online learning opportunities for parent carers and practitioners.

We recognise that individuals learn and process information differently.

We aim to make our learning materials accessible through clear explanations, structured content, supportive language and a range of learning activities.

Some courses may include images, interactive activities, quizzes or embedded content that can present accessibility challenges for certain users.

Where someone experiences difficulty accessing a course or learning resource, we encourage them to contact us so that we can explore reasonable alternatives.

Events, Bookings and Online Forms

Our website includes online forms, event bookings, course enrolment and member account features.

We aim to make these processes as straightforward as possible.

However, we recognise that some individuals may experience difficulties using online booking systems, completing forms or navigating account-based services.

If you need assistance accessing information, making an enquiry or using one of our online services, please contact our team.

We will consider reasonable adjustments and alternative ways of supporting you.

Documents and Publications

At Choice Wellbeing Service CIC, we recognise that everyone accesses and processes information differently.

Our website includes downloadable documents, policies, learning resources and publications, including The Rainbow Guide.

We aim to make our information clear, accessible and easy to understand. We also recognise that some documents, particularly PDFs or those containing images and complex layouts, may not be fully accessible to everyone.

Alternative formats of our documents and resources are available upon request.

If you require information in a different format to meet your accessibility needs, please contact our team. We will work with you to identify a suitable format wherever reasonably practicable.

Email: contact@choicewellbeingservice.org

Known Limitations

Although we aim to make our website accessible, we recognise that some areas may not yet meet everyone's needs.

Potential accessibility barriers may include:

- Some older images or graphics without sufficiently descriptive alternative text.
- Certain PDF documents that may not be fully accessible to screen readers.
- Embedded content or third-party features with limited accessibility options.
- Some interactive online course activities.
- Certain Wix booking, membership or form features that may not work equally well with all assistive technologies.

We have not yet completed a comprehensive independent accessibility audit against the Web Content Accessibility Guidelines (WCAG) 2.2.

We therefore do not currently claim full compliance with a particular WCAG conformance level.

We are committed to identifying accessibility barriers and making improvements where reasonably practicable.

Accessibility at Choice HQ

Our commitment to accessibility extends beyond our website.

We recognise the importance of creating a welcoming, inclusive environment where people can access support without unnecessary barriers.

We aim to consider individual access, communication, sensory and support needs when people attend Choice HQ or participate in our activities.

We encourage individuals to let us know about any adjustments that may help them access our services comfortably and safely.

Requesting Support or Alternative Formats

If you experience difficulty accessing any part of our website, online courses, documents or services, we would like to hear from you.

You can contact us to:

- Request information in an alternative format.
- Report an accessibility problem.
- Ask for assistance accessing an online service.
- Discuss reasonable adjustments.
- Suggest improvements to our website or resources.

Email: contact@choicewellbeingservice.org

Website: www.choicewellbeingservice.org

Please provide details of the information or service you are trying to access and the difficulty you have experienced, where you feel comfortable doing so.

We will consider your request and aim to provide a suitable response or alternative wherever reasonably practicable.

Feedback and Continuous Improvement

Accessibility is an ongoing commitment.

We welcome feedback from parent carers, practitioners and others accessing our services, particularly those with lived experience of disability, neurodivergence or additional access needs.

We will use relevant feedback, accessibility reviews and changes to our website to identify opportunities for improvement.

This statement will be reviewed annually or sooner where significant changes are made to our website or services.

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