

Accessibility Statement

Our Commitment

We aim to make our services inclusive and accessible to all clients, in accordance with the Equality Act 2010 and our professional ethical frameworks.

Location – Elizabeth House, Walmer, Kent

- Wheelchair ramp at entrance (limited disabled access inside)
- Ground floor consultation space available
- Baby changing and general changing facilities
- Parking on-site
- Assistance dogs welcome
- Wi-Fi and outdoor waiting area available

Remote Access Options

- Secure video counselling
- Telephone counselling
- Documents in large print or alternative formats on request

Website Accessibility

Our website follows WCAG 2.1 AA standards, including:

- Screen reader compatibility
- Keyboard navigation
- High contrast and scalable text

If you require specific adjustments, please contact your counsellor directly.

