

Website & Online Services Accessibility Statement

Dr Nicky is committed to providing a website and online services that are accessible, inclusive, and easy to use for all people, including those with disability or access needs.

Accessibility Standards

This website aligns with the Web Content Accessibility Guidelines (WCAG) 2.2, Level AA, which are international standards for accessible digital content.

Website Accessibility

Reasonable steps are taken to support accessibility, including:

- Clear layout and consistent navigation
- Sufficient colour contrast
- Resizable text
- Keyboard navigation
- Screen reader compatibility
- Plain, clear language

Accessibility is considered when content is updated or added.

Halaxy Online Booking, Forms & Client Portal

This practice uses Halaxy, a secure third-party practice management system, for:

- Online appointment bookings
- Client intake and consent forms
- Secure messaging and document sharing
- Telehealth sessions

Halaxy includes accessibility features, such as screen reader compatibility, keyboard navigation, and clearly labelled form fields.

Support With Booking or Forms

If you experience difficulty using Halaxy, you may contact Dr Nicky directly via admin@drnickypsychology.com. Alternative options can be arranged, including assistance via email, completing forms verbally, or providing information in an alternative format.

Telehealth Accessibility (Halaxy)

Telehealth sessions are offered via Halaxy Telehealth, which generally supports keyboard navigation, screen reader compatibility, and adjustable audio/video settings. If you have specific accessibility needs—such as captions, slower pacing, written summaries, or communication preferences—please inform Dr Nicky before your appointment to discuss reasonable adjustments.

Known Limitations



Some features of third-party platforms like Halaxy are outside Dr Nicky's control and may not fully meet WCAG 2.2 requirements. Feedback about accessibility barriers is welcomed and will guide improvements.

Alternative Access & Support

If you are unable to access any part of this website or Halaxy services, or prefer information in a different format, contact Dr Nicky via admin@drnickypsychology.com. Reasonable efforts will be made to support your access needs.

Review This accessibility statement was last reviewed on: 12th March 2026