

Accessibility Statement

This accessibility statement applies to:

- <https://app.lutrahealth.com>
- <https://datadrop.lutrahealth.com>

Lutra Health is a web application used to support patient questionnaires, referrals, records, reporting and related healthcare workflows.

Accessibility of this service

We want as many people as possible to be able to use this service. For example, this means you should be able to:

- Navigate the application using a keyboard
- Use the service with assistive technologies such as screen readers
- Complete key user journeys, including patient questionnaires and referrals

Compliance status

This service is **partially compliant** with the **Web Content Accessibility Guidelines (WCAG) version 2.1 Level AA**, due to the non-compliances listed below.

How we tested this service

The accessibility of this service was assessed in December 2025.

Testing included:

- Automated accessibility testing using **axe DevTools**

- Manual testing of **keyboard-only navigation**
- Manual **screen reader checks** on key user journeys

Testing focused on critical user flows, including:

- Patient questionnaires
- Registration and referral workflows
- Patient records
- Reports
- Help centre content

Non-accessible content

The following accessibility issues are known:

ARIA and semantic markup

Some pages contain ARIA roles or attributes that are not fully supported or are used incorrectly. This may affect how assistive technologies interpret certain components.

Accessible names and labels

Some interactive elements, including buttons and form controls, do not always have fully discernible accessible names or labels.

Screen reader experience

While most pages can be accessed using screen readers, some complex views are **not optimal** for screen reader users and may be harder to navigate efficiently.

Keyboard navigation

Most areas of the service can be navigated using a keyboard. However, in a small number of complex workflows, keyboard navigation may be **partially limited**.

Colour contrast

Some elements do not fully meet minimum colour contrast requirements.

Definition lists and content structure

Some pages contain content structures (such as definition lists) that are not consistently implemented, which may impact assistive technology users.

Third-party content

Some accessibility issues within the **Help Centre** relate to third-party software used to provide documentation and support content. These issues are outside our direct control. The third-party tool used is widely adopted, and we monitor its accessibility improvements.

What we're doing to improve accessibility

We are actively reviewing the issues identified during testing and plan to address them as part of future development work. Accessibility is considered when designing and implementing new features and improvements.

Feedback and contact information

If you experience any accessibility barriers while using Lutra Health, or need information in an alternative format, please contact us:

- Email: iris@lutrahealth.com

We'll consider your request and aim to respond as soon as possible.

Preparation of this accessibility statement

- **Statement prepared:** December 2025
- **Last reviewed:** December 2025
- **Testing carried out using:** automated tools and manual testing