

Accessibility Statement – Kilrush Credit Union



Last reviewed: April 2026

Applies to: <https://kilrushcreditunion.ie/> and in-branch services at Kilrush Credit Union, Credit Union House, Market Square, Kilrush, Co. Clare

Kilrush Credit Union is committed to ensuring that our services are accessible to all members of our community, including people with disabilities. This includes both our **website and digital services**, as well as **access and support within our office**.

We aim to provide an inclusive experience that allows members to access information, use our services, and engage with our staff with confidence and dignity.

Our commitment

We are actively working to ensure that our website complies with the **European Union (Accessibility Requirements of Products and Services) Regulations 2023** and is accessible in line with the principles of the **Web Content Accessibility Guidelines (WCAG) 2.1 Level AA**.

Our goal is to make our digital content and services:

- **Perceivable** – information can be presented in ways users can see or hear
- **Operable** – services can be used with a keyboard or assistive technologies
- **Understandable** – information is clear, consistent and easy to follow
- **Robust** – content works well with current and future assistive technologies

What we are doing well

- Clear structure and consistent navigation across our website
- Plain-English explanations of financial products and services
- Responsive design for mobile, tablet and desktop devices
- Keyboard-accessible navigation across most pages

Areas we are improving

We recognise that some areas of our website may not yet fully meet accessibility requirements. We are currently working to improve:

- Colour contrast on some buttons and banner text
- Accessibility of online forms and loan calculators
- Accessibility of PDFs and downloadable documents

We continue to review and improve our digital services on an ongoing basis.

In-office accessibility and support

Kilrush Credit Union is committed to providing an accessible and welcoming environment for members visiting our office.

Our premises include:

- An **accessible entryway**
- An **accessible service counter**
- **Seating availability** for members who may need to sit while waiting or while being served

Clear and visible **signage at counters** is in place to help guide members when they arrive. Our staff are happy to provide **additional assistance where required**, including help with completing forms or explaining information **verbally** in a clear and supportive manner.

A **private office** is also available for members who would prefer to discuss their needs in a quieter or more confidential setting. If you have specific accessibility requirements, our team will do their best to make reasonable arrangements to support you.

Third-party content

Some areas of our website may include third-party services or links (such as online banking platforms). While we aim to work with accessible providers, we do not always have full control over third-party accessibility.

Feedback and contact

If you experience any difficulty accessing our website or services, or if you would like information provided in an alternative format, please contact us:

Email: info@kilrushcreditunion.ie

Phone: 065 905 1242

Address: Credit Union House, Market Square, Kilrush, Co. Clare

We welcome your feedback and will use it to help improve both our digital and in-office services.