Accessibility

Understand Insurance is committed to improving the accessibility of its website for users with disabilities.

The World Wide Web Consortium (W3C) has released a set of guidelines called Web Content Accessibility Guidelines [http://www.w3.org/TR/WCAG20/] (WCAG). There are three levels of conformance (A, AA and AAA).

Understand Insurance recognises the importance of providing web accessible content to all users regardless of technology or ability and it is our aim is to meet conformance level A or higher. In many areas, our website already conforms to a higher accessibility standard.

This section is intended to provide tips and useful information to help users with disabilities to access our website.

How to use our accessibility features

The Understand Insurance website has been built using code compliant with W3C standards for HTML and CSS [http://www.w3.org/standards/] . The site displays correctly in current browsers and using standards compliant HTML/CSS code means any future browsers will also display it correctly.

Whilst our website strives to adhere to the accepted guidelines and standards for accessibility and usability, it is not always possible to do so in all areas of the website.

We are continually seeking out solutions that will bring all areas of the site up to the same level of overall web accessibility. In the meantime should you experience any difficulty in accessing this website, please don't hesitate to contact us using the online feedback form.

We welcome your comments and will take all genuine feedback into consideration, so that we can continue to improve Understand Insurance and the information we provide.

Responsive design

Our responsive website design uses best practice, industry standard code and follows W3C accessibility guidelines [http://www.w3.org/standards/] .

It allows you to get the most out of your experience as our website optimises itself to the width of your browser and adjusts the layout accordingly. This ensures that whether you visit the web using a widescreen iMac or a tiny mobile device, the design will be optimised so that you get the most out of the website.

Colour contrast options

To change the contrast, choose a colour scheme from the options below that makes our website more accessible for you.

If you have cookies enabled, these settings will be remembered each time you visit our website.

- Default colour scheme
- High contrast

Click here to switch between default colour and high contrast [http://understandinsurance.com.au/accessibility]

Text size

You can change he font size using the settings on this website to suit your preferences. If you have cookies enabled, these settings will be remembered each time you visit our website.

To change the font size, choose from one of the options below, or change adjust the text size using the '**+**' and '**–**' buttons at the top of each text page.

- Standard Text [#]
- Medium Text [#]
- Large Text [#]
- Largest Text [#]

Glossary

A glossary of terms is provided here [http://understandinsurance.com.au/glossary] . Further, each page will have commonly used terms highlighted in yellow. Hovering over these terms will reveal the glossary definition for this term.

Interactive components

Some components of our pages are interactive, for example interactive carousels that changes automatically. We attempt to provide you with a pause or stop control for such content to view it in your own time.

Enlarging content

You can enlarge the page using your browser. On PCs press the '**CTRL**' and '**+**' keys together to zoom into the page, on a Mac press the Command key and '**+**'. Press '**CTRL**' (or command key on the Mac) and '**–**' to zoom out.

Text reader

A growing number of pages in the Understand Insurance website contain a text reader, which will automatically read the content. If a section is available in audio format an audio play button will be displayed in the top right hand corner of that section. Clicking the audio play button will highlight the section being narrated. When the text area is being read, a pause button will be displayed to pause the narrator.

Video transcripts

Videos on the Understand Insurance website contain video transcripts. These can be viewed while watching the video by clicking on the '**Captions**

' icon within the video player and selecting '**English**'. Full transcripts of the video are provided below the video player with the option to download to PDF.

Title text

Many navigation elements, links and images throughout the website are enabled with title text. Hovering a mouse over them will display the title of the element.

Search navigation

In order to make content easier to find, every page on the Understand Insurance contains a search box. This feature will search the text content on every page. The search box can be enabled by clicking on the magnifying glass icon at the top right hand corner of the top navigation.

Meta details

All pages within the Understand Insurance website have been provided with Meta information, such as titles and descriptions to help navigate and explain content.

Accessibility exceptions

While we strive to ensure Understand Insurance website is easily accessible to a wide audience regardless of ability, there are a number of exceptions that are outside of our control.

If you have difficulty accessing content on the website, please provide feedback on your experience via the online feedback [http://understandinsurance.com.au/accessibility#tab-3] form.

We welcome your comments and appreciate your valuable feedback which will help us improve the accessibility of our website.

External websites

Understand Insurance contains a number of links to external websites, many of which are not under the control of the Insurance Council of Australia.

PDF documents

Many pages on this website, including video transcripts, can be converted to PDF documents. Additionally, extra content may be provided in PDF form. We understand that some users may have difficulty accessing content within PDF documents.

Steps have been taken to ensure important content is available on the website in non-PDF format, however some PDF files, including content from external sources, may not be fully accessible.

Website feedback

We invite you to provide feedback on your experience using our website. We appreciate your comments and will take all feedback into consideration so that we can continue to improved Understand Insurance and the information we provide.

We welcome your comments on the design, content, functionality and accessibility of our new website. If you are having trouble accessing a particular page, would like to make a complaint or have a suggestion to improve our website, please leave us a message [http://understandinsurance.com.au/form/leave-us-a-message] .