



Tip Sheet

Quickflix

What is Quickflix?

[Quickflix](#) is a video on demand service provider that allows consumers to watch subscription or premium streaming video entertainment online. Key information about this provider includes:

- Quickflix is one of Australia's longest established video streaming companies.
- The video streaming service can consist of either subscription service or a premium pay-as-you-go service.
- Physical discs, such as Blu-ray and DVD titles, are also available for rent.

How can I join and play videos using Quickflix?

To join Quickflix, you will need a credit or debit card.

1. Go to the [Quickflix website](#)
2. Select the plan you wish to purchase.
3. Follow the on-screen prompts.

In addition, searches for Quickflix in Google can reveal bonus offers. There are also [offers on the Quickflix site](#).

To watch Quickflix, you will need a device that is:

- Connected to the internet
- Capable of running a web browser or a Quickflix app

Devices can include:

- Smart TV
- Game console
- Streaming media player
- Smartphone or tablet
- Desktop or laptop computer

Specific information can be found on the [Quickflix Device page](#).

What accessibility features are common to playing videos online?

There are two main features that support the playback of online videos in an accessible way:

Australian Communications Consumer Action Network (ACCAN)
Australia's peak body representing communications consumers

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- [Captions](#): this is the text version of speech and other sound that can be provided on videos. Captions can be either open (which means the captions are always on) or closed (which allows the consumer to turn the captions on or off).
- [Audio description](#): this is when spoken narration is used to describe visual content. Narration is usually included between bits of dialogue and can be used to describe visual elements such as scenes, settings, actions and costumes.

In addition, the World Wide Web Consortium (W3C) has produced the Web Content Accessibility Guidelines (WCAG) 2.0 to make sure that creators of web and app content can include accessibility features such as captions, audio description and an accessible interface for assistive technology users. A [simplified version of this standard](#) is also available.

How accessible is Quickflix?

According to research conducted by Curtin University, Perth:

- Closed captions are available on some videos if the distributor provides it.
- Audio description is not available.
- The website and apps on devices such as tablets are not entirely WCAG 2.0 compliant, meaning that some users are likely to experience difficulties in finding and playing video content with their assistive technologies.

What tips and tricks can I use to overcome the accessibility barriers on Quickflix?

Here are some tips and tricks provided by consumers that have used Quickflix to maximise your accessibility:

- Try a different device: consumers have indicated that some platforms may be easier to use with assistive technologies than others. For example, if you are having difficulty with the website, the app on an Android-based tablet or an iOS device such as an iPad may work better with the device's built-in accessibility features
- Use physical discs instead: due to Quickflix having limited captioned content and its difficulty in identifying accessible titles, it may be worth exploring Quickflix's Blu-ray and DVD titles to locate the captioned or audio described movie you are seeking on a physical disc.

Are there more accessible video on demand services available?

There are a number of different subscription video on demand services available to consumers, and these services offer different accessible content. With most services offering some form of free trial, it may be worth testing a service to determine which one works best for you. In addition to this tip sheet, Curtin University has also created tip sheets for Netflix Australia, Stan, Presto and Foxtel Play.

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The video I want to play is not accessible. What can I do?

If you are unable to find or play a video due to accessibility issues, there are a number of steps you can take to voice your concerns. Please refer to the *Video on Demand Subscription Services: Accessibility and Your Consumer Rights* tip sheet created by Curtin University as part of this series or follow the links in the help section below.

Where can I get additional help and information?

For additional help regarding Quickflix, you can go to:

- [Quickflix Help Centre](#)
- [Quickflix subtitle information](#)

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