



Tip Sheet

Stan

What is Stan?

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

- Stan is owned by [StreamCo](#), a joint venture of [Nine Entertainment Co.](#) and [Fairfax Media](#).
- Stan produces some limited original content but most of its content is sourced from others.
- Subscriptions are based on a 30-day cycle and can be cancelled at any time.
- Stan allows you to play up to three videos on different devices at the same time.

How can I join and play videos using Stan?

To join Stan, you will need a credit or debit card:

1. Go to the [Stan website](#)
2. In the '30 day free trial' section, enter your e-mail address in the box provided.
3. Select the 'Start your free trial' button.
4. Follow the on-screen prompts.

Note: If you do not want to be charged for using Stan, you will need to cancel before the end of your 30-day free trial.

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

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

Such devices can include:

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

Specific information can be found on the [Stan Devices 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 Stan?

According to research conducted by Curtin University, Perth:

- Closed captions are available on some videos, first introduced in January 2016.
- 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 Stan?

Here are some tips and tricks provided by consumers that have used Stan 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
- Searching and 'CC': to find a video with closed captions, perform a video search and look for the 'CC' icon in the search results. If the 'CC' icon is present, the video has closed captions.
- Enabling captions: captions can be turned on by selecting the 'CC' button on the video. This button will only display closed captions if they are available.

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, Presto, Quickflix 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 Stan, you can go to:

- [Stan Help](#)
- [Stan closed captions information](#)
- Stan introduction of [closed captions announcement](#)

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