

1. Our commitment

Thinktank is committed to making our website and services accessible and easy to use for everyone. This includes people with disability, older people, people who speak a language other than English, and people going through a difficult time. We aim to meet the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA, the international standard for accessible websites. We regularly review our website and make improvements as part of our ongoing commitment to accessibility.

This supports our commitments under the Australian Finance Industry Association (AFIA) Code of Practice to make our services accessible and inclusive.

2. Known accessibility limitations

We know that some parts of our website may not yet be fully accessible, including:

- **Link descriptions:** some links, such as those in our Resources library and FAQ page, may not clearly describe where they lead. This can make them hard to use with a screen reader.
- **Downloadable documents:** some PDF and Excel documents, such as forms, guides and fee schedules, may not work well with screen readers and other assistive technologies.
- **Third-party services:** some services we link to, such as online calculators and the Customer Portal, are provided by third parties and may not fully meet accessibility standards.

We are working to fix these issues. In the meantime, please contact us if you need help accessing any information and we will provide it to you another way.

3. Requesting information in an alternative format

If you need any information on our website in another format, such as large print, an accessible document or by phone, please contact us. We will work with you to provide the information in a format that suits your needs, at no cost to you.

You can also ask someone you trust, such as a family member, friend, carer or financial counsellor, to contact us for you. We will need your permission first.

4. Reporting an accessibility barrier

If you have difficulty using any part of our website, or have feedback on how we can improve accessibility, please let us know. It helps if you tell us:

- the page or document you were trying to use
- the problem you had

- how we can best contact you

We will acknowledge your feedback and aim to respond as soon as possible. Telling us about a problem will not affect how we treat you or your loan.

5. Contact us

- **Phone:** 1300 163 184
- **Email:** loansupport@thinktank.net.au
- **Post:** PO Box 6125, North Sydney NSW 2059

If you need extra help to communicate with us, you can also contact these Australian Government services:

- **National Relay Service (TTY):** 133 677, then ask for 1300 163 184. A TTY (teletypewriter) is a phone with a keyboard and screen, so you can type and read your conversation instead of speaking and listening.
- **National Relay Service (Voice Relay):** 1300 555 727, then ask for 1300 163 184. Use this if you can speak but need help hearing, or being understood, on the phone.
- **Other National Relay Service options:** for SMS relay, internet relay and other ways to call, visit www.accesshub.gov.au/about-the-nrs
- **Translating and Interpreting Service:** 131 450 (ask them to call us on 1300 163 184)