



YourPlay – Key messages for staff

All staff in a gaming venue must be able to promote YourPlay to players of gaming machines, including to help players sign-up and use YourPlay, while your gaming area is open.

At least one staff member should be available at all times who can confidently encode cards, register players and assist players to use YourPlay at a gaming machine and at the kiosk.

This fact sheet will help staff in your venue answer questions about YourPlay.

Some additional guidance is provided at the end of this document for venues who operate gaming machine loyalty schemes.

Did you know?

Free training (online and onsite) is available for all venue staff.

Refer to the YourPlay Venue Support Materials fact sheet for more information.

YourPlay key messages and Q&A

What is YourPlay?

- YourPlay allows a player to keep an eye on their spending on gaming machines.
- YourPlay is available on every gaming machine in Victoria, including the casino.
- You can access YourPlay by inserting a card at a gaming machine.
- There is also a kiosk in every venue and a website that you can access when you're away from the venue.

What else does it do?

- You can set personal messages that will appear at the gaming machine, which some players find helps them to stick to their limits or remind them of why they wanted to set a limit in the first place on either how much they wanted to spend or for how long they wanted to play.
- You can see your playing history, including accessing an activity statement at the venue kiosk or online at any time.
- Annual activity statements can also be sent to players via email or post.

Do I have to set a limit?

- You don't have to set a limit; YourPlay can be used just to help you keep an eye on your spending.

- If you want to have a limit, you can set your own, either on time or money, or both.
- You can look up how you're going with your spending and your limits as you play at the gaming machine.
- Messages will show on your gaming machine screen to provide updates and reminders when you reach 70% and 90% of the limit you set, and once you reach your limit.

Can I change my limits?

- You can change your limits if you want to. You can tighten your limits at any time and they will take effect straight away.
- To loosen a limit, a cooling off period (24 hours) applies to help you stick to the limit that you previously thought was right for you. The blue YourPlay terms and conditions brochure sets out more details.

What happens when a limit is reached?

- If a player reaches a limit they have set, the gaming machine will disable the game. This provides a break in play for them to consider whether they want to stop or continue to play.
- If a player chooses to continue to play after reaching a limit, YourPlay will keep that information so the player can still see their activity on their statement.



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- If a player has set two limits (on both time and money), the same process applies for both – a player can decide if they want to keep playing if they reach a limit, and if they do want to keep playing, their statement will show how much time and money was spent.

YourPlay cards

- YourPlay cards work on any gaming machine in the state, including the casino.
- Players do not need to get a new card from each venue to use YourPlay.
- Players can use casual cards or a registered player card. A casual card works in the same way as a registered card, except if it's lost, the casual card can't be replaced. This means the play history on that card is lost too.
- Casual cards are not single-use, disposable cards – they can be used at any venue state-wide.

YourPlay registration

- When registering a player for YourPlay, staff must:
 - ✓ inform the player about YourPlay and how it works
 - ✓ give the player the purple **and** blue YourPlay brochures
 - ✓ encode a card and ask the player to set a PIN for their card
 - ✓ tell the player they can access their YourPlay account online at any time from any device. They can use their YourPlay account username and set a password for access
 - ✓ tell the player they can also access their YourPlay account at a kiosk in any venue using their card and PIN or their username and password.

Is player information private?

- All player information (any personal details and playing activity data) on the YourPlay system is secure and confidential and protected by law. The blue YourPlay terms and conditions brochure sets out more details.

Cancelling a YourPlay account

- Once a YourPlay account is cancelled, it cannot be reactivated and the information can no longer be accessed.
- Cancelling a YourPlay account is similar to loosening a limit – a 24-hour cooling off period applies.
- If a player wants to cancel their YourPlay account, staff should advise the player that they can no longer use their card to access YourPlay at a gaming machine. However, during the cooling off period:
 - players will still have access to their online account, giving them the opportunity to view and print their playing activity statements before the account is cancelled
 - players can reactivate their YourPlay account, without losing any of their playing history information. Players can do this at the service counter, online or at the venue kiosk.
- To reactivate a YourPlay account after the 24-hour cooling off period has ended, a player will need to create a new account.



Extra information for staff in venues that offer gaming loyalty schemes

Staff at venues that offer loyalty schemes must be aware of additional requirements and information to be passed on to players.

Signing up a player for:

The venue's loyalty scheme

- Staff signing players up to a loyalty scheme must:
 - ✓ inform players about YourPlay when they are signing up for the loyalty scheme
 - ✓ tell them they can have YourPlay added to their card when you process their loyalty application
 - ✓ give all players who sign up for your loyalty scheme the purple YourPlay brochure
 - ✓ tell the players they can use the same card for YourPlay and their loyalty membership – noting that the two schemes are separate and do not share any information.

YourPlay and the loyalty scheme

- Staff signing players up for YourPlay and a loyalty scheme must:
 - ✓ give the player the purple and blue YourPlay brochures.

YourPlay only

- Staff signing players up for YourPlay only must:
 - ✓ tell players they can register for YourPlay only and do not have to register for loyalty as well
 - ✓ ask the player if they are also a gaming loyalty member in your venue. If they are, add YourPlay to their loyalty card rather than giving them a new YourPlay card.

YourPlay cards

- Staff should tell players:
 - a YourPlay account can be added to multiple venue loyalty cards if a player is a member of loyalty schemes at a number of venues, including at the casino
 - a loyalty card encoded with YourPlay can be used to access YourPlay on any gaming machine in Victoria
 - if they use one venue's loyalty card (encoded with YourPlay) at a different venue, the loyalty scheme won't necessarily work but YourPlay will.

Impact of YourPlay on loyalty points

- Loyalty points will not be earned once a player reaches a YourPlay limit.
- A player won't be able to earn points until the limit resets at the start of the next limit period (depending on whether a player has set a daily or weekly limit).

If a player asks to have YourPlay removed from their loyalty card, staff should:

- Remind them that they chose to set a limit and YourPlay is simply trying to support them to stick to the limit they set themselves.
- Explain that they can change their limits at any time, if they feel they are not right for them.
- Encourage the player to try using YourPlay without a limit instead. This will not affect their loyalty points but will give them access to all their playing activity information if they use their card when they play.