



YourPlay Checklist

This checklist will assist your venue to meet your YourPlay compliance obligations. It is intended to be used as a quick reference guide. For full details of your obligations please refer to:

[YourPlay - Victoria's pre-commitment scheme | Department of Justice and Community Safety Victoria](#)

It is also recommended that gaming machines, kiosks and the VPN to access the YourPlay portal are checked daily.

YourPlay information and materials

Check that the following player information is available and on display:

- A2 YourPlay posters (both blue and green) must be visible when sitting or standing in front of a gaming machine and cannot be behind you.
- A2 YourPlay responsible gambling poster must be displayed at the gaming room entrance(s)
- A5 YourPlay talkers must be displayed on the side of each gaming machine in the venue
- Brochure holder with the purple, green and blue YourPlay brochures and the 'Playing the Pokies' brochures must be available at each player service point / cashier area
- All green YourPlay brochures have a pre-encoded YourPlay casual card inserted in the front pocket
- The green and blue YourPlay brochures are displayed together around the gaming room
- There are as many brochures as the number of gaming machines in the venue (for green and blue YourPlay brochures) available in the gaming room, plus 20 at the service point/cashier
- If the venue has a gaming loyalty program, does the loyalty application form include the required YourPlay logo and information?

Player cards

- Does the venue keep an adequate stock of player cards for YourPlay?
- Do the player cards in the venue have the required YourPlay branding on the back?
- Does the venue have the required number of pre-encoded casual player cards available and inserted in the front of each green YourPlay brochure displayed in the venue?
- Are the casual cards in the venue encoded and valid? (try cards at a gaming machine)

From 5 November 2021, casual cards will no longer expire.

Note: Casual cards that were already expired before this date remain expired and should be re-encoded. It is recommended that all cards on the gaming floor are checked to ensure they are encoded properly.

To check cards: Place the card into the gaming machine and enter the PIN: 1111. A correctly encoded card will display the purple time and loss images.

If the following error appears, the card has expired: "Invalid card, this card is not registered, please see staff". Remove the card from floor and re-encode. Please check all cards on the floor, not just the first one in the pile!

Trained staff

- Can staff assist customers with YourPlay information when asked?
- Can staff log on to the YourPlay portal and use it to encode a card upon request?
- Have ALL staff who work in the gaming room completed the YourPlay training?

Note: All staff are required to promote the scheme and assist players with YourPlay. Training is provided by Intralot. Contact customerservices@igsmonitor.com.au if you require login details.



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- When staff talk to customers about YourPlay, do they record these interactions in the Responsible Gambling Register?

YourPlay system use

- Do staff know how to log in to the YourPlay VPN and portal?
- Is the username and password readily accessible at the player service point next to the computer?

*Note: VPN stays open 24 hours from login – staff may only need to log in to the **VPN** once a day, however the **portal** will time out when not in use, so staff will need to log in to the portal as needed.*

- Do staff know how to use the YourPlay portal and equipment at the service counter to encode a card with YourPlay?
- Do staff in loyalty venues know how to encode a card with both loyalty and YourPlay?

The **YourPlay venue staff guide** can help staff use the YourPlay portal and must be available at the service point for staff to refer to if they need.

The guide is available from:

- the 'Support' section of the YourPlay online training
- the department's website (justice.vic.gov.au)

Gaming machines and kiosks

- Are the card readers on the gaming machines working? (try a few)
- Are the interactive display screens on gaming machines working? (try a few)

Note: Please use a YourPlay card to check that the card readers on gaming machines are reading YourPlay cards and that the YourPlay touch screen displays are working, daily.

- Do staff know how to assist customers to use YourPlay at gaming machines if requested?
- Is YourPlay available and working at the kiosk?
- Do staff know how to assist customers to use YourPlay at the kiosk if requested?
- If faulty equipment is identified in the venue:
 - are staff aware of the fault and do they know the venue process for reporting system or equipment failure?
 - is there evidence that arrangements have been made for a technician to attend to rectify the equipment failure, has this been written in the faults register?

Note: It is a requirement for YourPlay to be available in gaming venues at all times the gaming room is open, so any faults need to be rectified as soon as possible.

YourPlay system failure must be reported to Intralot as soon as possible.

Equipment failure (e.g., card reader, card encoder and display screen failures) need to be reported to the venue's service provider/technician as soon as possible.

YourPlay checklist completion

Date:

Time:

Name:

Title: