

Player Information Standards

Introduction

These Player Information Standards contain materials that are part of a range of initiatives to minimise harm from gaming machines in Victoria.

The Gambling Regulations 2015 (the Regulations) enable the Minister to make standards setting out the information and the required form of player information materials that are required to be displayed in venues. The relevant parts of the Regulations are provided in Attachment 1.

The Victorian Gambling and Casino Control Commission (VGCCC) is responsible for ensuring industry compliance with this requirement.

The digital artwork to enable printing and display of the prescribed posters and brochures that are set in these Player Information Standards has been provided to the VGCCC.

Background

Player Information Standards have historically contained responsible gambling messaging and, since its launch in 2015, promotion of the state-wide pre-commitment scheme, YourPlay.

YourPlay is a state-wide scheme to assist players to make informed decisions about their gambling. YourPlay commenced on all gaming machines on 1 December 2015.

These Player Information Standards have been updated to:

- refresh YourPlay messaging
- maintain awareness of help services and risks of harm from gambling
- enable electronic display of posters and responsible gambling signs
- remove prescribed signage for talkers, and
- refresh the brochures required to be displayed in venues.



Provision of materials

As required by the Regulations, the VGCCC must provide the materials prescribed in these Player Information Standards in sufficient numbers to enable venue operators to comply with the requirement to provide prescribed materials in their venue.

The VGCCC must also provide a copy of each of the prescribed materials to the casino operator in a form that allows them to be copied or displayed electronically. It is the casino operator's responsibility to copy posters and brochures in sufficient numbers to comply with the requirement to provide prescribed materials in the casino.

Standards

Where there are multiple posters prescribed in these Player Information Standards, they should be displayed evenly, as far as practicable, throughout the gaming area.

Posters can be in printed or electronic form or a combination of both.

Where material is permitted to be displayed electronically, it is the responsibility of the venue operator and casino operator to ensure any such display complies with the Regulations and these Player Information Standards.



POSTERS

Printed posters



Specifications: A2 (420 x 594mm)

Recommended paper stock: 170gsm – 200gsm satin



Digital posters



Specifications:

The digital poster on the electronic display must be no smaller than A2 size (420 x 594mm).

The digital poster must be displayed so that it is clearly visible and in a size and manner appropriate for the electronic display, that is, the colour, sizing and proportions of the digital poster must not be distorted on the electronic display.

A venue operator or casino operator may display the components of a digital poster (such as logos and text) in different formats, for example, a landscape or rolling display, with prior written approval of the amended format from the Department of Justice and Community Safety and the VGCCC.

The digital display of posters must provide for a minimum of 60 per cent share of advertising on an electronic display. That is, in a one-minute display cycle or loop, no less than 60 per cent of the minute (36 seconds) must be dedicated to the prescribed posters.



Want to know more?

- › Visit yourplay.com.au
- › Talk to venue staff
- › Call the YourPlay Help Desk on **1300 838 031** 10am to 6pm (AEST) 7 days a week
- › Email support@yourplay.com.au

Need more help?
Ask at your local venue

Victoria's licensed gaming venue Code of Conduct requires staff to help you use YourPlay. If you need more information, help with registration or YourPlay kiosk operation, please ask a venue staff member.

Accessibility

Contact the Department of Justice and Community Safety Strategic Communication Branch on **03 8884 0334** or email editor@justicevic.gov.au if you need this information in an accessible format.

Any concerns about your gaming level?

There are many ways to get support. Gambler's Help offers a free and confidential 24-hour service. Call Gambler's Help on **1800 858 858**.

Concerned about gaming conduct?

If you have any concerns about the conduct of gaming in Victoria, please contact Victorian Gambling and Casino Control Commission on **1300 599 759**.

Protecting your privacy

When you register with YourPlay, all your information is confidential and protected by laws including the *Privacy and Data Protection Act 2014*. For our Privacy Policy, please visit yourplay.com.au

The pre-commitment schema is provided under licence to the State of Victoria. This brochure is published by the Department of Justice and Community Safety © State of Victoria.

x 20,998 cm

Questions about YourPlay

Where do I get a card?

You can get a card to access YourPlay at any gaming venue, including the Melbourne casino.

Can I add YourPlay to a loyalty card?

Yes. If you already have a loyalty card, just ask venue staff to have YourPlay added. The YourPlay account information is always completely private and separate from any other data stored on the card.

Can I have multiple cards with YourPlay?

You can access YourPlay through as many cards as you need. The YourPlay registration will be linked across each card so you can track your play at each venue.

What happens if I lose my card?

If you're registered, you can get a replacement card. Casual cards cannot be replaced, so if you lose your card, you will lose the history of your play.

Can I register my casual card?

Yes. Just ask venue staff. You'll need to show ID to register the card. Registering means you can keep the history of play to date.

What happens if I reach a limit?

The gaming machine will be disabled to give you time to decide whether you want to keep playing or not. At the Melbourne casino you will not be able to keep playing once a limit is reached. Remember too, if you want to increase your limits after you've started play, you'll have to wait at least 24 hours for your new limit to be applied.

What happens to loyalty points if I set a limit and reach it?

If you're using a loyalty card with YourPlay added, and you've chosen to set money and/or time limits, you will stop earning loyalty points when you reach your limit. They'll start again once a new limit period has begun.

Can I load money onto my YourPlay card?

No. Your YourPlay card cannot hold any credit. It's purely there to give you the power to track your play and set your own limits.

Register for YourPlay today

For more information and to register online, visit yourplay.com.au or scan below

Register for YourPlay at yourplay.com.au at the venue counter or at kiosks in any licensed gaming venue in Victoria.

For more information: Call the YourPlay Help Desk on **1300 838 031** 10am to 6pm (AEST) 7 days a week.

yourplay.com.au

YourPlay is supported by the Victorian Government through the Community Support Fund.

What is YourPlay?

Track money and time spent

YourPlay gives you the power to track how much money and time you're spending as you play. The screen at your gaming machine displays your running total, so you always know where you're at. Screens can be turned on or off at any time to protect your privacy.

Check the display to see how you're tracking

Set limits and reminders

To get the full benefit of YourPlay, you can choose to set limits on the money or time you spend – or both. The display will give you a reminder as you get to 70% and 90% of your limit. You can even type in your own personal reminder message as encouragement to stick to your set limit.

Set your own limits and personal reminders

Check out your playing history

YourPlay users will receive annual statements. So you can see your playing activity over a session, a week, a month or a year. You can access statements online, receive them via email or have them posted to your home address.

Personal statements allow you to see your playing activity over time

With YourPlay you can

- › Track the money and time you spend while you play
- › Choose to set personal limits and reminder messages
- › Get statements of your playing activity

How do I start using YourPlay?

You can register for YourPlay online at yourplay.com.au or via the kiosk at your local gaming venue. If you need any assistance, ask a member of staff.

You can set time and spending limits when you register. If you need time to think about it, you can always set them later.

You need a card to access YourPlay. You can pick up your card at any gaming venue including the Melbourne casino. Insert your card into the card reader at the gaming machine, enter your PIN and you're ready to go.

Don't forget, you will get an annual statement showing your playing activity. You can also view all your information on the YourPlay website or at kiosks in venues.

#1 Top tip

You'll need to show ID (e.g. driver's licence or passport) to collect your registered card. The first and last names on your ID must be identical to the name you used to register for YourPlay.

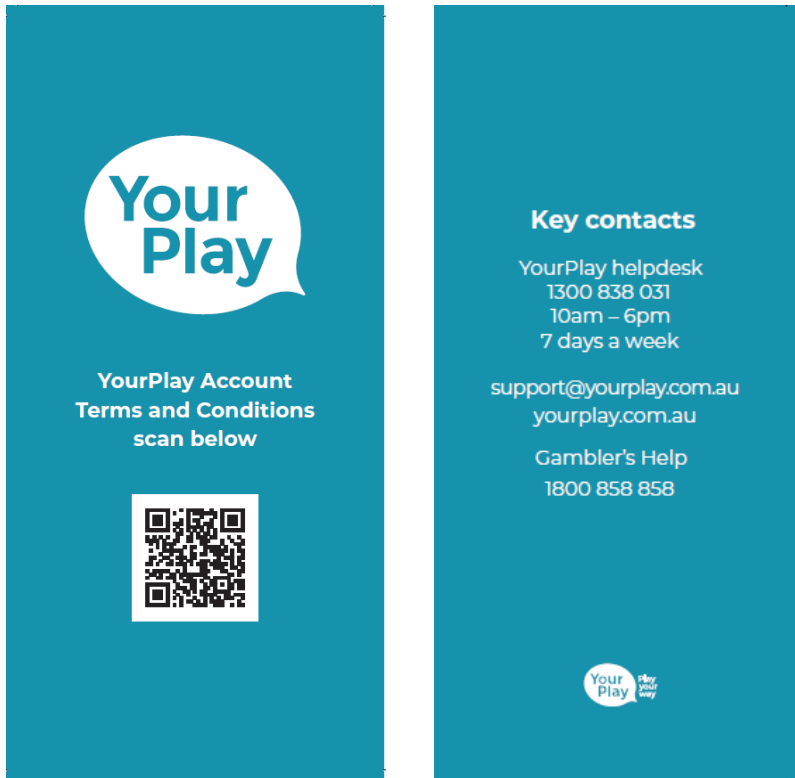
#2 Top tip

Set or change your limits at any time. Go to yourplay.com.au or use the kiosks in venues.

#3 Top tip

Remember your PIN. You'll need to enter it when you insert your card in the card reader.

Specifications: 8 page fold DL Brochure 99mm X 210mm
 Recommended paper stock: 150gsm satin



Specifications: 2pp DL Brochure 99mm X 210mm

Recommended paper stock: 150gsm satin



RESPONSIBLE GAMBLING SIGNS

Printed signs



Specifications: A2 (420 x 594mm)

Recommended paper stock: 170gsm – 200gsm satin



Digital signs



Specifications:

The digital poster on the electronic display must be no smaller than A2 size (420 x 594mm).

The digital poster must be displayed so that it is clearly visible and in a size and manner appropriate for the electronic display, that is, the colour, sizing and proportions of the digital poster must not be distorted on the electronic display.

The digital display of these responsible gambling posters must provide for 100 per cent share of advertising on the electronic display.

Attachment 1

Extract of Gambling Regulations 2015 (as amended 1 December 2023)

Division 3—Player information standards and printed information

11 Minister may make player information standards

- (1) The Minister may make standards setting out—
 - (a) the information that is to be contained in, and the required form of—
 - (i) the posters, talkers and brochures referred to in Division 3; and
 - (ii) responsible gambling signs referred to in regulation 35; and
 - (iii) brochures relating to the pre-commitment system; and
 - (b) the information that is to be contained in the written statement referred to in regulation 21.
- (2) On making the player information standards, the Minister must give the standards to the Commission.
- (3) On receiving the player information standards from the Minister, the Commission must publish the standards on the Commission's website.
- (4) Player information standards have effect on being published on the Commission's website.

12 Posters

- (1) At all times when gaming machines are available for gaming in an approved venue, the venue operator must take all reasonable steps to ensure that player information posters are displayed in accordance with subregulations (5) and (6) in the gaming machine area of the approved venue.
Penalty: 20 penalty units.
- (2) Without limiting subregulation (1), the making of any necessary request to the Commission under regulation 16 is a reasonable step for the purposes of subregulation (1).
- (3) At all times when gaming machines are available for gaming in a casino, the casino operator must take all reasonable steps to ensure that player information posters are displayed in accordance with subregulation (6) in the gaming machine area of the casino.
Penalty: 20 penalty units.
- (4) Without limiting subregulation (3), the making of any necessary request to the Commission under regulation 15 is a reasonable step for the purposes of subregulation (3).
- (5) Player information posters must be displayed as follows—

- (a) if there are 15 or fewer gaming machines available for gaming, at least one poster must be displayed;
- (b) if there are more than 15 gaming machines available for gaming—
 - (i) at least one poster must be displayed for every 15 gaming machines; and
 - (ii) one additional poster must be displayed for any additional gaming machines less than 15 in number.
- (6) Player information posters must be displayed in such a manner that the information contained in them is clearly visible to a person sitting or standing in front of a gaming machine in the area.
- (7) Nothing in this regulation prevents the display of posters containing information in languages other than English.

13 Talkers

- (1) At all times when a gaming machine is available for gaming in an approved venue, the venue operator must take all reasonable steps to ensure that a player information talker is displayed on the gaming machine so that it is clearly visible from the front of the machine.
Penalty: 20 penalty units.
- (2) Without limiting subregulation (1), the making of any necessary request to the Commission under regulation 16 is a reasonable step for the purposes of subregulation (1).
- (3) At all times when a gaming machine is available for gaming in a casino, the casino operator must take all reasonable steps to ensure that a player information talker is displayed on the gaming machine so that it is clearly visible from the front of the machine.
Penalty: 20 penalty units.
- (4) Without limiting subregulation (3), the making of any necessary request to the Commission under regulation 15 is a reasonable step for the purposes of subregulation (3).
- (5) If the player information standards set out 2 or more player information talkers that differ from each other in form or information or both, the different player information talkers must, as far as practicable, be distributed so that—
 - (a) there is an even number of talkers of each type; and
 - (b) the different types of talkers are located evenly throughout the approved venue or casino.
- (6) Nothing in this regulation prevents the display of talkers containing information in languages other than English.

14 Brochures

- (1) At all times when gaming machines are available for gaming in an approved venue, the venue operator must take all reasonable steps to ensure that—

- (a) player information brochures are available at each cashier area in the approved venue; and
- (b) the total number of player information brochures available is at least equal to the number of gaming machines in the approved venue.

Penalty: 20 penalty units.

- (2) Without limiting subregulation (1), the making of any necessary request to the Commission under regulation 16 is a reasonable step for the purposes of subregulation (1).
- (3) At all times when a gaming machine is available for gaming in a casino, the casino operator must take all reasonable steps to ensure that—
 - (a) player information brochures are available at each cashier area in the gaming machine area of the casino; and
 - (b) the total number of player information brochures available in the casino is at least equal to the number of gaming machines in the gaming area of the casino.

Penalty: 20 penalty units.

- (4) Without limiting subregulation (3), the making of any necessary request to the Commission under regulation 15 is a reasonable step for the purposes of subregulation (3).
- (5) Nothing in this regulation prevents the provision or display of brochures containing information in languages other than English.

15 Commission to provide player information to casino operator on request

On request by a casino operator, the Commission must provide a player information poster, a player information talker or a player information brochure to each casino operator in a form allowing them to be copied.

16 Commission to provide player information to venue operator on request

On written request by a venue operator, the Commission must, within 14 days of the request, provide the venue operator with player information posters, player information talkers and player information brochures that the venue operator needs to enable the venue operator to comply with regulations 12, 13 and 14.

17 Offence to alter information set out in player information standards

A venue operator or casino operator must not alter the form of or information contained on or in a player information poster, player information talker or player information brochure unless the alteration is made to comply with an amendment to the player information standards.

Penalty: 20 penalty units.

18 Change in player information standards

- (1) Within 14 days after an amendment is made to the player information standards, the Commission must—

- (a) notify each venue operator and casino operator of the amendment; and
 - (b) if the amendment requires the amendment of any player information poster, player information talker or player information brochure, provide a copy of the amended poster, talker or brochure to the casino operator in a form allowing it to be copied.
- (2) Within 3 months after an amendment is made to the player information standards, the Commission must provide to each venue operator copies of the amended poster, talker or brochure in sufficient numbers to enable the venue operator to comply with regulation 12, 13 or 14 (as the case requires).
- (3) If the player information standards are amended in relation to the form of, or information to be contained in, a player information poster, player information talker or player information brochure, it is sufficient compliance with regulation 12(1) or (3), 13(1) or (3) or 14(1) or (3) (as the case requires) for a period of 4 months immediately following the amendment, if the poster, talker or brochure complies with the player information standards as in force immediately before the amendment.

...

35 Responsible gambling sign

- (1) For the purposes of paragraph (b) of the definition of responsible gambling sign in section 1.3(1) of the Act, a prescribed responsible gambling sign is a sign in the form and containing the information set out in the player information standards under regulation 11(1)(a)(ii).
- (2) Responsible gambling signs must be displayed as follows—
- (a) at least one sign outside each entrance to the gaming machine area of the approved venue; and
 - (b) in such a manner that the information contained in them is clearly visible to a person entering the gaming machine area.
- (3) The Commission must provide to each venue operator responsible gambling signs in sufficient numbers to enable the venue operator to comply with this regulation.

Note

Section 3.5.35A(1) of the Act provides that it is an offence for a venue operator, other than a venue operator who is a casino operator, to fail to display a responsible gambling sign outside every entrance to a gaming machine area of an approved venue.

- (4) On written request by the venue operator the Commission must, within 14 days of the request, provide the venue operator with any further responsible gambling signs that the venue operator needs to enable the venue operator to comply with this regulation.



- (5) Within 3 months after an amendment is made to the player information standards, the Commission must provide to each venue operator copies of the amended responsible gambling sign in sufficient numbers to enable the venue operator to comply with this regulation.
- (6) If the player information standards are amended in relation to the form of, or information to be contained in, a responsible gambling sign it is sufficient compliance with this regulation for a period of 4 months immediately following the amendment, if the responsible gambling sign complies with the player information standards as in force immediately before the amendment.