



YourPlay Player cards

Players of electronic gaming machines can use YourPlay to set limits and track how much money and time they spend at any gaming venue in Victoria.

What are player cards?

Player cards are used to access YourPlay in venues.

Players can use a player card for YourPlay only, for a loyalty scheme only, or for access to both schemes when playing gaming machines.

What cards do I need in my venue?

You are required to order and stock cards in your venue for registered and casual YourPlay players.

Registered Player Cards

Registered player cards will be issued by staff in your venue to players who register for YourPlay.

Before staff can issue a player with a card, players must:

- complete their registration - online, at the kiosk or over the phone (with the help of the YourPlay Help Desk) or in a venue (with the help of venue staff)
- show identification matching the registered name.

Venue staff must encode a player card with a YourPlay identification number and ask the player to set a personal identification number (PIN) for their card before they can use it.

Casual Player Cards

If players do not want to register for YourPlay and want to remain anonymous, they can use a casual player card (hotels and clubs only).

Casual player cards must be made available to players in various locations within the gaming area of your venue.

Venue staff will need to pre-encode these player cards with a YourPlay identification number and provide them with a YourPlay brochure that will include the pre-set PIN for the card.

Players can pick up a casual player card and YourPlay brochure and use the card at a gaming machine without needing to speak to anyone about it.

Players can convert a casual player card to a registered player card with help from venue staff.

Will registered and casual player cards in my venue need to look the same?

Yes. Each venue operator must make sure the registered and casual cards used in their venue look the same.

What are the YourPlay branding rules for player cards used in my venue?

All player cards issued by venues must include the YourPlay branding – this means YourPlay only cards, loyalty scheme only cards and cards that are used for both YourPlay and loyalty.

YourPlay branding must be printed on the back of all player cards used in your gaming areas.

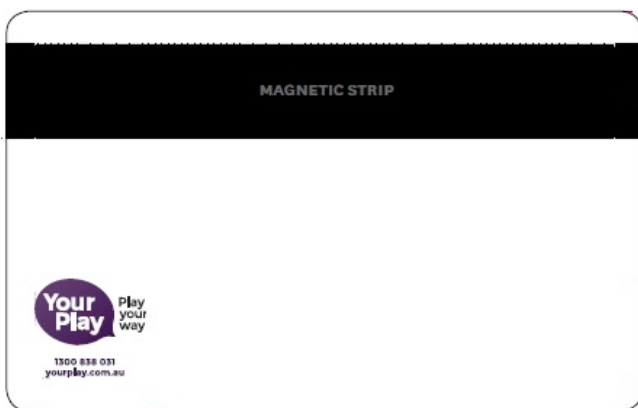
Please note that the back of a player card is the side with the magnetic stripe.



The branding includes the YourPlay image and information and specifies the colour, font type and size and the minimum size of the branding image that can be used by venues on their player cards.

You must not make any other reference to YourPlay on your player cards.

Below: An example of a player card with the YourPlay branding.



How do I get access to the YourPlay branding for my player cards?

A digital image of the YourPlay branding is available from the Victorian Gambling and Casino Control Commission.

Are there other rules about the player cards in my venue?

Player cards in a venue that offers a loyalty scheme to players of gaming machines must:

- look the same as the loyalty player card that is most frequently issued in your venue. It must have the same colour, design, font style and font size
- include the YourPlay branding on the back of the player card.

Please note: Registered and casual player cards for YourPlay only do not need to have the venue loyalty scheme logo printed on them.

You may remove your loyalty scheme logo if you choose to.

Player cards in a venue where there is no loyalty scheme offered to players of gaming machines

If you offer any other type of venue card to patrons of your venue, your player card must:

- look the same as the venue card that is most frequently issued in your venue. It must have the same colour, design, font style and font size
- include the YourPlay branding on the back of the player card.

Please note: Registered and casual player cards for YourPlay only do not need to have the venue program logo printed on them.

You may remove your venue program logo if you choose to.

If you do not offer any type of venue card to patrons of your venue, you must design a player card for your venue and it must:

- have your venue name and any logo usually used to identify your venue printed prominently on the front side of the card
- have the required YourPlay branding on the back of the player card.

No other reference to YourPlay is to be added to your player cards.

More information

[YourPlay information for venue operators and staff | Department of Justice and Community Safety Victoria](#)