



## YourPlay Checklist

This checklist will assist your Venue to meet your YourPlay compliance obligations. It is 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 available and on display:

- A2 YourPlay player information posters 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)
- Brochure holder must be displayed with the purple, green and blue YourPlay brochures and the 'Playing the Pokies' brochures are available at each player service point or 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 also 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 a card on the EGM)  
*(Place the card into the gaming machine enter the pin of 1111. A correctly encoded card will display the purple time and loss images)*

### Trained staff

- Can staff assist you 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](mailto:customerservices@igsmonitor.com.au) if you require log in details)
- When staff talk to patrons about YourPlay, is there any evidence in the Responsible Gambling Register of this interaction?

### YourPlay system use

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



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(Note: VPN stays open 24 hours from login – should 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** booklet can help staff use the YourPlay portal and must be available at the service point for staff to refer to if they get stuck. It is available in the 'Support' section of the YourPlay online training and from [yourplay\\_guide\\_for\\_venue\\_staff.pdf \(justice.vic.gov.au\)](http://yourplay_guide_for_venue_staff.pdf(justice.vic.gov.au)

### EGMs and kiosks

- Are the card readers on the EGMs working? (try a few)
- Are the interactive display screens on EGMs working? (try a few)  
*(Note: staff are asked to use a Venue Manager card to check the card readers on EGMs are reading the YourPlay cards and check the YourPlay touch screen displays are working daily)*
- Do staff know how to assist to use YourPlay at EGMs if requested?
- Is YourPlay available and working at the kiosk?
- Do staff know how to assist 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 asap)*

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.

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### YourPlay audit checklist completion

Date: .....

Time: .....

Name: .....

Title: .....