



YourPlay Venue Support Materials for Hotels and Clubs

Every electronic gaming machine in Victoria must offer YourPlay. This applies to all gaming venues in the State.

This fact sheet outlines material that gaming venues must have on display and provides information about other support available.

YourPlay brochures, posters and digital files are available to order from the Victorian Gambling and Casino Control Commission (VGCCC).

YourPlay information for players

You must display brochures about YourPlay to players. You are required to display one brochure per gaming machine.

YourPlay information brochure



Players should be offered the purple YourPlay brochure if they are seeking information about YourPlay. The QR code on the front of the purple brochure takes players to the registration page for YourPlay. The purple brochure can be provided to players to take away and read in their own time.

Staff must also give players the purple YourPlay brochure when they are signing up for a loyalty scheme and offer to add YourPlay to their loyalty cards.

Terms and conditions brochure



When signing up for YourPlay, players should be offered the blue YourPlay terms and conditions brochure along with the purple brochure, which explains how YourPlay works.

The QR code on the front of the blue brochure directs the player to the terms and conditions of YourPlay online.

Casual card brochure



Staff must **encode casual cards** and insert them in the front pocket of the green casual card brochures. These green brochures should be displayed alongside the blue terms and conditions brochures. You are required to have one casual card per EGM and have at least 20 casual player cards available at the cashier and each player service point in the venue.

Instructions on how to encode casual cards are in the **YourPlay venue staff guide**.

Signage Inside the Gaming Room - Player Information posters



Player information posters must be displayed in the gaming machine area and must be clearly visible to someone sitting or standing in front of a gaming machine. If you have:

- 15 gaming machines or less in your venue, you must display one poster;
- more than 15 gaming machines in your venue – you must display at least one poster for every 15 gaming machines, and an additional poster for any extra gaming machines less than 15 in number.

You should display both the purple “YourPlay” poster and the blue “Gamblers Help” poster evenly throughout the gaming area.



Signage at Entrance to Gaming Room - Responsible gambling sign



Responsible gambling signs must be clearly visible to someone entering the gaming machine area. At least one sign must be displayed outside each entrance to the gaming machine area.

YourPlay information for staff

Step-by-step venue staff guide



You should have at the cashier a 20-page booklet which will help your staff do key tasks at your venue service counter.

You can also download this document from the DJCS Website.

<https://www.justice.vic.gov.au/safer-communities/gambling/yourplay-information-for-venue-operators>

Pokies: Know the facts Brochures

You must display and have “Pokies: know the facts” brochures available at each cashier area in the venue. The number available should be at least equivalent or greater to the number of gaming machine in the venues.



How to order brochures and posters

To order brochures and posters, please email the VGCCC with your order, including the quantity you require and your venue’s postal details: contact@vgccc.vic.gov.au

Electronic display

You can now choose to display the new posters and signs electronically. This means you can display the posters in printed or electronic form, or a combination of both.

[Signage inside gaming venues | Victorian Gambling and Casino Control Commission \(vgccc.vic.gov.au\)](http://www.vgccc.vic.gov.au/signage-inside-gaming-venues)

YourPlay Training

Online training

Online Staff YourPlay Training is available by contacting Intralot. The training takes approximately 25 minutes to complete. Staff are issued a certificate on completion.

Please contact: customerservices@igsmonitor.com.au.

You will be provided with a training weblink and log in details.

On-site training

Once staff have completed online training, on-site training for venue staff is available by contacting:

Ron Prasad – Senior Project Officer, Gaming and Liquor
ron.prasad@justice.vic.gov.au

YourPlay marketing material to support YourPlay Days

For YourPlay Day marketing material please contact:

YourPlay@justice.vic.gov.au

Please include items, quantities, sizes for T-shirts and delivery address details.