

# Gambling Harm Reference Card



<b>General Signs</b>	<b>What to do</b>
<p><b>Length of play</b></p> <ul style="list-style-type: none"> <li>• Gambles for long periods (three or more hours) without taking a break</li> <li>• Gambles most days</li> <li>• Finds it difficult to stop at closing time</li> </ul> <p><b>Social behaviour</b></p> <ul style="list-style-type: none"> <li>• Becomes angry at or stands over other players</li> <li>• Rude to other gamblers or staff</li> <li>• Complains to staff about losing</li> </ul> <p><b>Money</b></p> <ul style="list-style-type: none"> <li>• Puts large wins straight back into the machine</li> <li>• Tries to withdraw money two or more times</li> <li>• EFTPOS repeatedly declined</li> <li>• Leaves venue to find more money to gamble</li> </ul> <p><b>Behaviour during play</b></p> <ul style="list-style-type: none"> <li>• Tries to play two or more machines</li> <li>• Plays intensely without reacting to what's going on around them</li> <li>• Plays very fast (high spend per line)</li> <li>• Shows frustration (grunting/groaning, playing roughly)</li> <li>• Shows some signs of distress (looks depressed, sweating, nervous/edgy)</li> <li>• Has gambling rituals or superstitions (rubbing, talking to machine)</li> </ul>	<p><b>If you see any of these General Signs in a gambler, you should gently check-in on that person.</b></p> <p>If you have noticed three or more General Signs in a gambler, then it should be escalated to the Strong Signs approach below.</p>

<b>Strong Signs</b>	<b>What to do</b>
<ul style="list-style-type: none"> <li>• Gambler tells staff that gambling is causing them problems</li> <li>• Shows obvious signs of distress (crying, holding head in hands, shaking)</li> <li>• Has an angry outburst towards staff, customer or machine (shouting/swearing, kicking/hitting machine)</li> <li>• Appearance or hygiene deteriorates significantly</li> <li>• Tries to borrow money from customers or staff</li> <li>• Gambles from opening to closing</li> <li>• Leaves children in car while gambling</li> <li>• Friends or family raise concerns about the gambler</li> <li>• Goes out of their way to avoid being seen at the venue (including asking staff to not let others know they are there)</li> </ul>	<p><b>If you see any of these Strong Signs in a gambler, decide which staff member is best to approach them. That staff member should:</b></p> <ul style="list-style-type: none"> <li>• Approach the gambler sensitively and discreetly</li> <li>• Provide them with a harm minimisation wallet leaflet</li> <li>• Offer them support to contact a gambling support service, and</li> <li>• Offer to help them self exclude or consider issuing a venue exclusion order.</li> </ul>