

Know the signs and when to act

Gambling Harm Reference Card



Refer to *Gambling Host Responsibility - Guide for Venue Staff*
for more tips and information

General Signs

What to do

Length of play

- Gambles for long periods (three or more hours) without taking a break
- Gambles most days
- Finds it difficult to stop at closing time

Social behaviour

- Becomes angry at or stands over other players
- Rude to other gamblers or staff
- Complains to staff about losing

Money

- Puts large wins straight back into the machine
- Tries to withdraw money two or more times
- EFTPOS repeatedly declined
- Leaves venue to find more money to gamble

Behaviour during play

- Tries to play two or more machines
- Plays intensely without reacting to what's going on around them
- Plays very fast (high spend per line)
- Shows frustration (grunting/groaning, playing roughly)
- Shows some signs of distress (looks depressed, sweating, nervous/edgy)
- Has gambling rituals or superstitions (rubbing, talking to machine)

If you see any of these General Signs in a gambler, you should gently check-in on that person.

Make a note in your venue's incident register or log book.

If you have noticed three or more General Signs in a gambler, then it should be escalated to the Strong Signs approach below.

Strong Signs

What to do

- Gambler tells staff that gambling is causing them problems
- Shows obvious signs of distress (crying, holding head in hands, shaking)
- Has an angry outburst towards staff, customer or machine (shouting/swearing, kicking/hitting machine)
- Appearance or hygiene deteriorates significantly
- Tries to borrow money from customers or staff
- Gambles from opening to closing
- Leaves children in car while gambling
- Friends or family raise concerns about the gambler
- Goes out of their way to avoid being seen at the venue (including asking staff to not let others know they are there)

If you see any of these Strong Signs in a gambler, decide which staff member is best to approach them. That staff member should:

- Approach the gambler sensitively and discreetly
- Provide them with a harm minimisation wallet leaflet
- Offer them support to contact a gambling support service
- Offer to help them self exclude or consider issuing a venue exclusion order
- Make a note in your log book.