



Gambling Harm Reference

General Signs	What to do
<p>Length of play</p> <ul style="list-style-type: none"> • Gambles for long periods (three or more hours) without taking a break • Gambles most days • Finds it difficult to stop at closing time 	<p>If you see any of these General Signs in a gambler, you should gently check-in on that person.</p> <p>If you have noticed three or more General Signs in a gambler, then it should be escalated to the Strong Signs approach.</p>
<p>Social behaviour</p> <ul style="list-style-type: none"> • Becomes angry at or stands over other players • Rude to other gamblers or staff • Complains to staff about losing 	
<p>Money</p> <ul style="list-style-type: none"> • 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 	
<p>Behaviour during play</p> <ul style="list-style-type: none"> • 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) 	

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