



# Gambling Harm Reference

<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>If you see any of these General Signs in a gambler, you should gently check-in on that person.</b></p> <p>Make a note in your venue's incident register or log book.</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><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>	

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