



# Gambling Harm Reference

<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>

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