

Everyday Tips for Gambling Hosts

What to do everyday

Take **every** opportunity to get to know gamblers and look out for **changes** in their behaviour.

Learn the General and Strong Signs of harmful gambling (see *Gambling Harm Reference Card*).

Undertake regular gambling area sweeps – **look** for General and Strong Signs, minors and excluded gamblers.

Write down any General or Strong Signs you see in your log book/ incident register and remember to **check** it at the start of each shift.

Talk with other staff about gamblers you are concerned about.

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



Gambling Host Responsibility Training Tool

Ensure you are familiar with your venue's harm minimisation policy as you are legally required to meet that. These tips will help you put that policy into practice.

Gambling Harm Reference Card

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>We've provided examples of what to say on the next page.</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>
<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). 	

Strong Signs	What to do
<ul style="list-style-type: none"> • 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). 	<p>If you see any of these Strong Signs in a gambler, decide which staff member is best to approach them. That staff member should:</p> <ul style="list-style-type: none"> • 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.

Verbal prompts

Responding to General Signs - How to Gently Check In

- How's your day going/how are things going for you at the moment?
- What are your plans for the rest of the day?
- How's the gambling?
- How long do you think you might be here for today?
- I've seen you here a bit, let me know if there's anything I can help with
- Would you like some food/something to drink?
- Perhaps you could take a break from the machines? Maybe some fresh air could be helpful at this point?
- Have you set a limit for today?
- Perhaps you could set a limit for today and I could help you stick to that?
- Are you sure you'd like to withdraw that much money?
- We have a policy about amount/numbers of withdrawals - you've reached your limit for today/this will be your last withdrawal for the day.

Responding to three or more General Signs or any Strong Signs - Intervention

- I'm a bit worried about you / you seem unhappy today. Is everything OK?
- I've noticed... Do you think your gambling is still ok?
- I wonder if your gambling might be starting to become a bit of a problem?
- We are required by law to look after our gambling customers
- It's part of my job to ensure your gambling is just for fun
- Here's some information about harmful gambling that I think might be helpful for you
- There are some really good services that offer free counselling, perhaps I could help put you in touch with them
- There's a free Gambling Helpline and other free local services, I think it's a good time to get in touch with them
- Would you like to chat about our exclusion procedure/how to exclude yourself from the venue?
- We have a self-exclusions policy that I'd like to talk to you about
- We can help you to exclude yourself from this venue for a set period of time, perhaps/I think that might be helpful
- I understand that you don't want to exclude yourself from this venue, but I'm really concerned about your gambling. At this point, I need to ensure you are safe and will need to exclude you from the venue.