

**B**

**Jane is often seen playing pokies for  
over 3 hours at a time in your venue  
every week**

**B**

**John comes into your venue most days  
of the week playing pokies**

**B**

**Andy often asks to stay a few minutes more at closing time as he may win**

**B**

**Robert has been seen looking angry and standing behind other customers when they are playing on his favourite machine**

**B**

**When Sean is having a bad day on the machines he is sometimes abusive to staff and other customers, although is sorry afterwards**

**B**

**Fred always complains to staff that the machines are rigged when he's losing**

**B**

**You have noticed that Mary has just put her whole jackpot winnings back into the pokies and continued playing**

**B**

**Arthur has just asked you for the third time today if he can withdraw \$60 from his card so that he can continue playing**



**B**

**Joseph has been approaching you lately for more money for the pokies, but when he uses eftpos it rejects his request due to insufficient funds**

**B**

**Ralph has just come back into the venue  
and said 'hello' as he went past with  
more money from the eftpos down the  
road as he heads back into the gaming  
room**

**B**

**You have just had to remind Brett again  
that he can only play one machine at a  
time**

**B**

**Maggie gets very involved when she plays pokies and keeps playing no matter what's going on around her, even when people are noisy**

**B**

**Bill believes that you have to be 'in to win' and is a fast player, playing with maximum bet each line**

**B**

**You feel concerned about Marion, as she looks fidgety and frustrated, hitting the buttons hard and sighing, and groaning to herself while playing**

**B**

**Max looks distressed after playing pokies tonight, and seems on edge and looks down and depressed as he is about to leave**

**B**

**Pauline is often seen rubbing her favourite machine and talking to it before each spin – she says it brings her luck**



c

**Alice approaches you and says she is in trouble. When you ask her what's wrong, she says that she has spent too much and can't pay her rent. She is starting to think her gambling may be a problem.**

c

**Lauryn sits in front of the machine she has been playing, holding her head, crying, and saying “What am I going to do now?”**

c

**Paul has run out of money after playing pokies, and was seen kicking the machine before he left the gaming room. He swears at you as he leaves the venue and accuses you of rigging the machines.**

c

**Larry used to look like an affluent person and was always well-dressed when he came to the venue, but over the last few months has been looking disheveled and unshaven and not his usual self.**

c

**Boris is often seen trying to borrow a \$2 coin off other customers, and tonight he asked if he could put some money on a tab for playing the pokies, promising to pay it back when he wins.**

c

**Mary usually is waiting to come in when you open in the morning, and is more often than not, still there when staff members are closing up.**

c

**Mandy said she didn't mean to leave her children in the car, but got side-tracked when she dropped in for coffee and ended up playing the pokies for 2 hours – she 'lost track of time'.**

c

**Sam's wife came into the venue looking for him and said she 'knew he would be here', because he's always out in the evenings and makes excuses, but always ends up here playing pokies.**



c

**Carly often comes in wearing dark glasses and a scarf, and keeps a 'low profile' and keeps to herself while playing pokies. She asks you to not to let on she's there if her husband calls.**

**B+B+B (=C)**

**Sarah comes in to play pokies most days, and often comes to you to withdraw money at least a couple of times. She often complains about losing all her money at your venue and says she shouldn't come back but always does.**

**B+B+B (=C)**

**Lois always tries to play 2 machines if she thinks nobody's watching, and often talks to the machines while playing. When she wins, she puts most of her winnings back in and usually leaves with no money left.**

A

**After a big jackpot, Louis offers to buy his family and friends a drink to celebrate his win.**

A

**Howard plays pokies once every couple of weeks, spending up to \$200 for the night, saying he is well off and it's his only vice.**