

Troy was so distant.
He wouldn't talk about
his gambling
but I knew it
bothered him.

I missed how we
were, I missed us.



Camping trip,
Easter 2019

Tips for venue staff to help reduce gambling harm.

Get familiar: Say hello to people who gamble in your venue and look for changes in their behaviour.

Learn the signs: Know the signs of gambling harm so you can identify patrons who might need you to check in.

Walk the floor: Look out for minors and excluded patrons who shouldn't be in the gaming area.

Record it: Keep a record of signs you see and actions you take in your venue's Gambling Incident Register.

Check in: Ask patrons how they're going - it can disrupt gambling harm.

Share responsibility: Talk with your team, including your Gambling Contact Officer, about patrons you're concerned about.

Ensure you are familiar with your venue's gambling harm prevention policies and procedures. The Gambling and Racing Control (Code of Practice) Regulation 2002 requires venues to provide assistance to patrons having problems with gambling. These tips will help you meet that requirement.

Learn how you can help reduce gambling harm.

[everystorymatters.act.gov.au](https://www.everystorymatters.act.gov.au)

