

Learn the signs of gambling harm.

Use this list to guide your entries in your venue's Gambling Incident Register. The information you record helps your team respond appropriately to patrons showing signs of gambling harm.

SIGNS	WHAT TO DO
<ul style="list-style-type: none"> • Tries obsessively to win on one machine • Asks to change large notes before gambling • Rummages around in purse or wallet for additional money • Rushes from one machine to another • Significant increase in spending 	<p>Seen by themselves, these signs may be an early warning sign.</p>
<ul style="list-style-type: none"> • Starts gambling when the venue is opening or only stops when venue is closing • Has run out of money when leaving venue • Spends \$300 or more in a session • Bets \$2.50 or more per spin most of the time • Tries to play two or more machines at once • Gambles most days • Complains to staff about losing or blames venue/machines • Has gambling rituals or superstitions (rubbing or talking to machine) • Stays on to gamble when friends leave venue 	<p>Someone displaying several of these signs may be experiencing problems with their gambling.</p> <p>If you see someone displaying several of these signs you should record what you have seen in the incident register.</p>
<ul style="list-style-type: none"> • Gambles right through normal meal times • Finds it difficult to stop gambling at closing time • Gets cash out on two or more occasions through ATM or EFTPOS • Puts large wins straight back into the machine • Leaves venue to find more money to gamble • Gambles for long periods (3+ hours) without taking a break • Plays very fast • Plays intensely without reacting to what's going on around them • Shows signs of distress during or after gambling (looks sad/ depressed, crying, holding head in hands, nervous/edgy, shaking, sweating) • Gets angry while gambling (kicking, hitting machines, swearing, grunting or groaning, playing roughly/aggressively) • Becomes angry at or stands over other players • Avoids contact or conversation with others 	<p>Someone displaying any of these strong signs is much more likely to be experiencing problems with gambling.</p> <p>You should record what you have seen in the incident register and monitor the person's behaviour.</p> <p>If the person is particularly distressed or angry then the situation may need to be responded to immediately according to your venue's procedures.</p>
<p>Very Strong Signs</p> <ul style="list-style-type: none"> • Tries to borrow money from customers or staff, or asks for credit from venue • Rude to other gamblers or staff • Generally poor hygiene, or significant decline in personal grooming or appearance over several days (body odours, dirty or unchanged clothes, messy greasy hair) • Conceals presence at venue (doesn't answer mobile phone, takes or makes calls outside venue, asks staff to not let others know they are there, people contact or visit venue looking for person) 	<p>It is highly probable that someone displaying any of these signs is experiencing problems with gambling.</p> <p>You should record what you have seen in the incident register and monitor the person's behaviour.</p> <p>Consider whether this situation needs an immediate response according to your venue procedures.</p>

This list is not exhaustive. If you are concerned about behaviours not on this list, speak with your GCO.

Thank you for looking out for your patrons.

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