

Signs of risky and problem gambling behaviour: Know the signs and how to act

General Signs		What to do
<p>Length of play</p> <ul style="list-style-type: none"> Starts gambling when the venue is opening or only stops when venue is closing Gambles most days 	<p>Money</p> <ul style="list-style-type: none"> Asks to change large notes before gambling Rummages around in wallet for additional money Uses coin machine at least four times Has run out of all money when he/she leaves venue 	<p>Seen by themselves, these signs may be an early warning sign. Someone displaying several of these signs could be experiencing problems with gambling.</p> <ul style="list-style-type: none"> Monitor the person's behaviour If you have an incident register, record what you have seen If you observe a patron who is exhibiting two or more signs you should notify your manager or licensee
<p>Behaviour during play</p> <ul style="list-style-type: none"> Gambles on two or more machines at once Rushes from one machine to another Significant increase in spending pattern Complains to staff about losing, or blames venue or machines for losing Rituals or superstitious behaviours (rubbing or talking to machine) 	<p>Social behaviours</p> <ul style="list-style-type: none"> Stays on to gamble even after friends leave venue 	
Probable Signs		What to do
<p>Length of play</p> <ul style="list-style-type: none"> Gambles right through normal meal times Finds it difficult to stop gambling at closing time 	<p>Money</p> <ul style="list-style-type: none"> Gets cash out on two or more occasions through ATM or EFTPOS Avoids cashier and only uses cash facilities Puts large wins back into the machine Leaves venue to find money to continue gambling EFTPOS repeatedly declined 	<p>Someone displaying any of these signs is much more likely to be experiencing problems with gambling.</p> <ul style="list-style-type: none"> Monitor the person's behaviour If you have an incident register, record what you have seen If a patron displays two or more of these signs, consider whether an immediate response is required according to your venue's procedures
<p>Behaviour during play</p> <ul style="list-style-type: none"> Often gambles for long periods (three or more hours) without a proper break Plays very fast Gambles intensely without reacting to what's going on around him/her Sweats a lot while gambling 	<p>Social behaviours</p> <ul style="list-style-type: none"> Avoids contact or conversation with others Becomes angry or stands over others if someone takes their favourite machine/spot 	
Strong Signs		What to do
<p>Length of play</p> <ul style="list-style-type: none"> Gambles from opening to closing 	<p>Money</p> <ul style="list-style-type: none"> Tries to borrow money from customers or staff 	<p>It is highly probable that someone displaying any of these signs is experiencing problems with gambling.</p> <ul style="list-style-type: none"> Monitor the person's behaviour If you have an incident register record what you have seen Consider whether an immediate response is required according to your venue's procedures
<p>Behaviour during play</p> <ul style="list-style-type: none"> Shows obvious signs of distress (crying, holding head in hands, shaking) Has an angry outburst towards staff, customers or machine (shouting/swearing, kicking/hitting machine) 	<p>Social behaviours</p> <ul style="list-style-type: none"> Leaves children unattended Tells staff that gambling is causing them problems Significant decline in personal grooming and/or appearance over several days Friends or family raise concerns Conceals their presence at the venue (doesn't answer mobile phone, asks staff not to let others know they are there) 	