

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

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