

You can play a role in preventing gambling harm

Get to know your patrons

Make the time and effort to say hello and have a chat with patrons, from a COVIDSafe distance. Build a rapport with them that will help you to spot any changes in their behaviour.

Remember the signs of gambling harm

When you know how gambling harm can affect patrons and their behaviour, you can assist them to get support. Signs of gambling harm include:

- coming to the gaming room as soon as it opens
- leaving the venue to withdraw extra cash
- playing very fast or betting large amounts
- superstitious behaviour towards gaming machines
- emotional distress
- losing track of time while playing.

Monitor the gaming room

Look out for changes in behaviour and signs of distress in patrons.

Respond, refer and record

If you see signs that a patron is in distress, you should inform the responsible gambling officer on the gaming floor. They will assess and respond to the situation. Record the incident in your venue's responsible gambling register as soon as possible.



Talk to your manager about free training available through the Venue Support Program.

Gambling harm can happen to anyone
Gambler's Help is available 24/7 for a free confidential chat on 1800 858 858.