

Ways to assist in preventing gambling harm

Get to know your patrons

Regularly engage with your patrons. Building rapport can help spot negative changes in their behaviour due to their gambling.

Remember the signs of gambling harm

When you know the signs of gambling harm you can intervene, and help patrons get support.

Signs of gambling harm include:

- attending the gaming room as soon as it opens
- leaving the venue to withdraw extra cash
- playing very fast or betting large amounts
- aggressive behaviour towards other players, staff or even the poker machine
- emotional distress
- losing track of time while playing.

Respond, refer and record

If you see that a patron is showing signs of gambling harm, inform the Responsible Gambling Officer and ensure they assess and respond to the situation. Remember to record the incident in your venue's responsible gambling register as soon as possible. You can also talk to your manager about free customer interaction training available through the Venue Support Program to assist you in responding to any indication of gambling harm.

If someone you know needs help with their gambling, support is available 24/7 on 1800 858 858 or visit gamblershelp.com.au

Information on the Gambler's Help website is also available in [languages other than English](#).

