

# **Gambling host responsibility record sheets**

## **What did you see and do?**

### **How to use these record sheets**

1. Note general and strong signs of harmful gambling behaviour.
2. Pass on your notes to the next person on shift.
3. Store the notes securely.
4. Order a new pad when you need one.

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## What did you see and do?

**IF IN DOUBT, WRITE IT DOWN.**

Staff member's name: \_\_\_\_\_ Date: / / Time: \_\_\_\_\_

Approximate time the gambler entered the gaming room: \_\_\_\_\_

Name or description of the gambler: \_\_\_\_\_

(Use the back of this sheet for any notes about the gambler. Pass this record sheet on to the next duty manager.)

### What did you see?

#### General signs of problem gambling behaviour

##### Length of play:

- Gambling for a long period (three or more hours) without taking a break
- Gambling most days
- Finding it difficult to stop at closing time

##### Social behaviour:

- Becoming angry at or standing over other players
- Being rude to other gamblers or staff
- Complaining to staff about losing

##### Money:

- Putting large wins straight back into the machine
- Having EFTPOS withdrawals declined repeatedly
- Leaving the venue to find more money to gamble

##### Behaviour during play:

- Trying to play two or more machines
- Playing intensely without reacting to what's going on around them
- Playing very fast (high spend per line)
- Showing frustration (grunting/groaning, playing roughly)
- Showing some signs of distress (looks depressed, sweating, nervous/edgy)
- Having gambling rituals or superstitions (rubbing, talking to machine)

#### Strong signs

- Telling staff that gambling is causing them problems
- Showing obvious signs of distress (crying, holding head in hands, shaking)
- Having an angry outburst at staff, a customer or machine (shouting/swearing, kicking/hitting machine)
- Appearance or hygiene deteriorating significantly
- Trying to borrow money from customers or staff
- Leaving children in the car while gambling
- Friends or family raising concerns about the gambler
- Going out of their way to avoid being seen at the venue, including asking staff to not let others know they are there

### What did you do for the gambler?

- Talked about your concerns with another staff member
- Gently and discreetly checked in with the gambler to see if they were OK
- Talked to them when they tried to withdraw cash, especially if it was declined
- Questioned whether they should continue playing
- Suggested they take a break from the machine
- Suggested they leave the venue for the day
- Asked them about their gambling
- Gave them a green harm min wallet card
- Offered them help to contact a gambling support service
- Explained the procedure to exclude themselves from the venue
- Issued them with an exclusion order

### What did you do for a gambler's family member or friend?

- Told the concerned person that you'll monitor the gambler's behaviour
- Gave them a green harm min wallet card
- Told them about the gambling support services they can contact for help
- Thanked them and assured them that the information they've given you will be treated in confidence.



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## What did you see and do?

### COMMENTS

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