

Gambling Harm Reference



General Signs

Length of play

- Gambles for long periods (three or more hours) without taking a break
- Gambles most days
- Finds it difficult to stop at closing time

Social behaviour

- Becomes angry at or stands over other players
- Rude to other gamblers or staff
- Complains to staff about losing

Money

- Puts large wins straight back into the machine
- Tries to withdraw money two or more times
- EFTPOS repeatedly declined
- Leaves venue to find more money to gamble

Behaviour during play

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

What to do

If you see any of these General Signs in a gambler, you should gently check-in on that person.

Make a note in your venue's incident register or log book.

If you have noticed three or more General Signs in a gambler, then it should be escalated to the Strong Signs approach below.

Refer to *Gambling Host Responsibility - Guide for Venue Staff* for more tips and information



Te Tari Taiwhenua
Internal Affairs

Te Whatu Ora
Health New Zealand