

# RESPONSIBLE GAMBLING

## STAFF TIPS

**Venue staff are often the first to be in contact with a person having difficulties with gambling and can provide initial support and information.**

Care and sensitivity are very important when working with people experiencing a gambling problem. The main role of venue staff is to provide information about the **Break Even Network** of gambling support services and to direct people to them.

- If an employee identifies a person with gambling problems they should pass this information on to a manager.
- If you do see signs of problems use the rapport you've built with the patron to ask if they're ok. Sometimes people may request your help or be obviously distressed and in need of assistance. Don't approach a patron and ask them if they have a gambling problem, remember to be respectful and to keep their privacy.
- Offer help in a discrete manner.
- Provide a **Break Even** card or brochure.

**Gambling Helpline, 24 hours, 7 days**  
**1800 858 858**

**Responsibilities. Everybody has a role to play.**

For more information on RCG please contact the Liquor and Gaming Branch on 6233 2475

### WARNING SIGNS

- quickly changing moods
- signs of stress
- chasing losses
- unable to stop when losing
- increasing money or time spent gambling, missing meals
- forming an attachment to a machine
- being secretive about gambling
- claiming to win when losing
- borrowing to gamble