

# Gambling Harm Reference



## Strong Signs

- Gambler tells staff that gambling is causing them problems
- Shows obvious signs of distress (crying, holding head in hands, shaking)
- Has an angry outburst towards staff, customer or machine (shouting/swearing, kicking/hitting machine)
- Appearance or hygiene deteriorates significantly
- Tries to borrow money from customers or staff
- Gambles from opening to closing
- Leaves children in car while gambling
- Friends or family raise concerns about the gambler
- Goes out of their way to avoid being seen at the venue (including asking staff to not let others know they are there)

## What to do

**If you see any of these Strong Signs in a gambler, decide which staff member is best to approach them. That staff member should:**

- Approach the gambler sensitively and discreetly
- Provide them with a harm minimisation wallet leaflet
- Offer them support to contact a gambling support service, and
- Offer to help them self exclude or consider issuing a venue exclusion order
- Make a note in your log book.

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