

Gambling host responsibility record sheets

What did you see and do?

IF IN DOUBT, WRITE IT DOWN.

Venue Name:	Date:	/	/	Time:
Name of Staff Member:				
Name or Description of the Gambler:				

What did you see? (Signs of gambling harm)

	Gambling for 9 or more consecutive gaming area sweeps (equivalent to 3 hours of more) without taking a break.		Refusing to stop gambling at the venue when the venue is closing, or otherwise appearing unable to stop gambling.	
	Waiting to gamble as soon as the venue opens.		Appearing visibly distressed or angry either during or	
	Withdrawing, or attempting to withdraw, cash from an automatic teller machine or EFTPOS on 2 or more		after gambling (for example, crying, holding their head in their hands, or hitting a machine).	
	occasions in 1 day to use for gambling at the venue.		Leaving children in a car or otherwise unattended	
	Attempting to borrow money from venue personnel or other venue customers to use for gambling.		at the venue.	
Other (Please detail):				

What did you do for the gambler?

Has a conversation been had with the player after the sign was observed to assist with identifying whether the player is a problem gambler? * From 1 December 2023 it is a legal requirement to have a conversation with a player who is exhibiting a sign of harm. A \$1,000.00 fine applies for non-compliance.	Other (please detail):
Who had the conversation?	
I did (Name): Another staff member (Name):	Was any further action taken in respect of the player?
When did the conversation take place? Date: Time:	If yes, please detail:
Provide a summary of the conversation:	
Player said their gambling was under control/they had no issues.	
Player refused to comment, but showed no other signs of harm.	
Player not chasing losses.	Staff member name:
Player confirmed they were playing within their means.	Signature:
Player took objection to being asked.	Date:
Player asked to leave the venue.	
Player advised that this will be their last withdrawal for the day.	



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Venue Manager section

This section should be completed by the venue manager or a person on the venue manager's behalf. This section must be completed within seven days of the above record being completed.

	the venue staff taken the appropriate action follo ntification of the sign of harm?	wing	Do you have reasonable grounds to believe the player is a problem gambler?
	Yes Irther action required in respect of the player? Yes	□ No	Yes No If yes, the venue manager is required under s 309 to approach the player and offer information and advice to the
	es, please detail the further action taken as sult of this review: Staff advised to continue to monitor player. Problem gambling pamphlet provided. Problem gambling letter provided. Self-exclusion procedure explained. Harm minimisation information envelope pack p Exclusion order issued. er (please detail):		player on problem gambling, including advice regarding the self-exclusion procedure, and may issue an exclusion order. Venue manager name:
Notes:			