

There are a number of signs that gambling may be causing harm. Harm can be to the player, their whānau, job, or community.

If someone's gambling is, or may be, causing harm, venue managers have specific responsibilities to act under the law.

What you need to do if you identify a sign of harm

Whenever you identify a sign of harm, you must have a conversation with the person who is gambling, and record it. This is to help you work out whether or not gambling may be causing them harm.

If you think gambling is or may be causing harm, take action immediately. If you're unsure of the next steps, escalate to your manager. They must have further conversations with the gambler.

During conversations with someone whose gambling is causing harm, staff or managers need to decide what assistance they will offer. Options include:

- Provide them with a harm minimisation wallet leaflet
- Offer them support to contact a gambling support service
- Offer to help them self-exclude, explain multi-venue exclusions, and follow up with your venue manager.

Refer to ***Gamble Host Responsibility – Guide for Venue Staff*** for more tips and information

Te Whatu Ora
Health New Zealand



Te Tari Taiwhenua
Internal Affairs

Signs of Gambling Harm

Know the signs
and when to act



Signs of gambling harm

(the seven signs identified in the Regulations* are in bold)

Type of harm

Length of play	Money	Behaviour during play	Other behaviour
<ul style="list-style-type: none">• Gambling during 9 or more consecutive gambling area sweeps• Waiting to gamble as soon as the venue opens• Refusing to stop gambling when the venue is closing or otherwise appearing unable to stop gambling• Gambles for long periods (three or more hours) without taking a break• Gambles most days	<ul style="list-style-type: none">• Withdrawing or attempting to withdraw cash from an ATM or EFTPOS device on two or more occasions in one day which is used to gamble at the venue• Tries to borrow money from venue personnel or other venue customers to use for gambling• Puts large wins straight back into the machine• EFTPOS/ATM repeatedly declined• Leaves venue to find more money to gamble	<ul style="list-style-type: none">• Appearing visibly distressed or angry either during or after gambling, for example: crying, holding head in the hand, or hitting the machine.• Signs of distress may look like: sweating, nervous/edgy, shaking. You may observe other signs of distress in your venue.• Signs of frustration or anger may look like: grunting, groaning, playing roughly, having an angry outburst towards personnel or others in the gambling room, or kicking/shouting/swearing at the machine. You may observe other signs of frustration or anger in your venue• Tries to play two or more machines• Plays intensely or fast (high spend per line) without reacting to what's going on around them• Has gambling rituals or superstitions (rubbing, talking to machine)• Intimidating or standing over other players	<ul style="list-style-type: none">• Leaving children in the car or unattended at the venue• Tells personnel that gambling is causing them problems• Appearance or hygiene deteriorates significantly• Friends or family raise concerns about them• Goes out of their way to avoid being seen at the venue, including asking personnel to not let others know they are there• Complains to personnel about losing

*Gambling (Harm Prevention and Minimisation) Regulations 2004