

# PROBLEM GAMBLING – IDENTIFYING THE CATEGORY

## SIGNS TO LOOK FOR

A customer who is experiencing gambling-related harm is likely to display a number of signs and behaviours. These have been categorised in terms of severity and how likely they are to be directly related to gambling problems.

Number	Colour Severity	Category and Signs
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### LOSS OF CONTROL

1	Yellow	Tries obsessively to win on one machine
2	Orange	Starts gambling when the venue is opening or only stops when the venue is closing
3	Red	Gambles right through normal meal times
4	Red	Finds it difficult to stop gambling at closing time

### MONEY SEEKING

5	Yellow	Asks to change large notes at venue before gambling
6	Yellow	Rummages around in purse or wallet for additional money
7	Orange	Has run out of all money when he/she leaves venue
8	Red	Gets cash out on two or more occasions through EFTPOS
9	Red	Puts large wins back into the machine and keeps playing
10	Red	Leaves venue to find money to continue gambling
11	Purple	Witnessed or heard that a customer was trying to borrow money from others or asking for credit from the venue

### INTENSITY AND DURATION

12	Yellow	Rushes from one machine to another
13	Yellow	Significant increase in spending pattern
14	Orange	Spends \$300 or more in a session
15	Orange	Bets \$3 or more per spin most of the time
16	Orange	Gambles on two or more machines at once
17	Orange	Gambles most days
18	Red	Often gambles for long periods (3+ hours) without a proper break
19	Red	Plays very fast
20	Red	Gambles intensely without reacting to what's going on around him/her

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Number	Colour Severity	Category and Signs
<b>IRRATIONAL AND SUPERSTITIOUS BEHAVIOUR</b>		
21	Orange	Complains to staff about losing, or blames venue or machines for losing
22	Orange	Rituals or superstitious behaviours such as rubbing belly of machine or screen, talking to machine or use of lucky charms
<b>EMOTIONAL RESPONSES</b>		
23	Red	Shows signs of distress after gambling (looks sad/depressed, crying, holding head in hands, nervous/edgy, shaking, sweating)
24	Red	Gets angry while gambling (kicking, hitting machines, swearing, playing aggressively)
<b>SOCIAL BEHAVIOURS</b>		
25	Orange	Stays on to gamble when friends leave the venue
26	Red	Becomes angry or stands over others if someone takes their favoured machine
27	Red	Avoids contact or conversation with others
28	Purple	Is rude or impolite to venue staff (about gambling)
29	Purple	Generally poor hygiene, or, significant decline in personal grooming or appearance
30	Purple	Conceals presence at the venue (not answering their phone, makes calls outside or asks staff not to let others know they are there)

### KEY:

#### Purple

Gambling problems highly probable. These are uncommon, but if seen are likely to indicate an issue with gambling.

#### Red

Gambling problems probable. More common, likely demonstrated by people experiencing issues with their gambling.

#### Orange

Possible gambling problems. These behaviours are at least twice as likely to be seen in people experiencing issues with their gambling.

#### Yellow

Early warning signs. These behaviours are twice as likely to be seen in high risk gamblers, compared to those at low risk

## MORE INFORMATION

If you would like more information about the signs of problem gambling, please contact your Venue Support Worker or go to [gamblershelp.com.au](http://gamblershelp.com.au)