

NAME OF CLUB.....

GAMING PATRON INTERACTION REPORTING FORM

This form must be filled out when any staff member has contact with a patron in relation to problem gambling.

A copy of this form must be kept on file

Time: Date: Staff Member Badge No.....

Customer: Male Female Name if supplied

Age: 18-24 25-39 40-54 55+

Have there been any previous intervention/s with this patron Yes / No
(If yes please record details on Form 1 - Section A)

Nature of contact (please tick appropriate box):

- Customer approached staff member about their gambling behaviour
- Staff member approached customer about problem gambling behaviour
- Person approached staff on behalf of another party
- Other (please specify).....

Indicators that led to patron contact (please tick appropriate box):

- Visible Signs
- Verbal
- Third Party
- Other (please specify)

Description of issue:

Action taken:

- Gambling Helpline card provided
- Responsible Gambling Brochure provided
- Local Gambling Help Service information provided
- Patron Information/Barring Pack
- Initial contact made with Gambling Help Service
- Contact made with other service eg: mental health services
- Initial contact made with IGA on behalf of customer
- Patron Self Exclusion Barring Order Breached Venue IGA
- Licensee initiated barring Barring Order Revoked
- Contacted Club Safe
- Other support option in place
- (after hours followed up next appropriate day)
- No action taken – customer refused offer of assistance

Patron response (eg how did the patron react to the intervention) - please detail on Form 1 Section B

Any further comments or action required - please detail on Form 1 Section C

Manager's Name:.....Signature.....Badge No: