

Record all interactions with patrons about their gambling.

\* If you **observe** potential problematic gambling behaviour or an incident concerning the gaming machine operation, complete an **Observation** record instead.

Club: \_\_\_\_\_

Date: \_\_\_\_\_

Time: \_\_\_\_\_

## Patron

Male

Patron's name (if known): \_\_\_\_\_

Female

Previous interactions for this patron?

<18

45-54

Unaccompanied children external?

18-24

55-64

Unaccompanied children internal?

25-34

65-74

Is this a breach of a barring order?

35-44

75+

Is this a breach of a Memorandum of Agreement?

## Interaction Details

### Indicators that led to the interaction?

Visible

Verbal

3rd-party

Unaccompanied children external

Unaccompanied children internal

Playing two machines

### Who initiated the interaction?

Staff member approached patron

Patron approached staff member

3rd-party approached staff member

Other: \_\_\_\_\_

## Actions Taken

### Information provided to the patron:

Gambling Helpline Card

Responsible Gambling brochure

Gambling Help Service information

Patron Information / Barring Pack

### Barring or similar action:

Barring order (involuntary)

Barring order (voluntary exclusion)

Memorandum of Agreement

Third party barring

Other support option in place

### Assisted contact with Help Services:

Initial contact made with Gambling Help Service

Initial contact made with other service

Initial contact made with IGA

Venue contacted Club Safe

### Other actions:

Follow-up next appropriate day

Police contacted

Interaction only (no other actions)

## Interaction Details

Provide sufficient detail such that other staff and management can understand the interaction:

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## Staff Details

Staff Member: \_\_\_\_\_

Signed: \_\_\_\_\_

Badge Number: \_\_\_\_\_

Position: \_\_\_\_\_

## Manager's Instructions / Comments

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Manager: \_\_\_\_\_

Date: \_\_\_\_\_

