

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

Arm alert Time

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

Arm alert Turnover

Other: _____

Actions Taken

Information provided to the patron:

Gambling Helpline Card

Responsible Gambling brochure

Gambling Help Service information

Patron Information / Barring Pack

Approached regarding ARM alert

Barring or similar action:

Barring order (involuntary)

Barring order (voluntary exclusion)

Memorandum of Agreement

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

Interaction only (no other actions)

