



Player Welfare Check Process

A Player Welfare Check is an interaction between the staff member and patron, which may be in response to:

- Staff observing a Player displaying strong indicators of problem gambling; or
- A family member raising concerns about a player's gambling; or
- A player reaching any voluntary pre-commitment limit; or
- Staff observing a player gambling for three (3) or more hours continuously.

Process

1. Staff who witness any strong indicators of problem gambling or above triggers must inform their duty manager or equivalent on shift to escalate the matter.
2. Duty managers must perform the following process:
 - Enquire as to the Player's welfare; Example: "How's your night? Can I get you anything?"
 - If the player reports any level of distress or hardship, the duty manager must:
 - a) Offer the Player information about counselling and self-exclusion (i.e. Responsible Gambling Brochures, Gamble Aware contact cards etc.)
 - b) Ask the Player to take a break from gambling for a period of not less than 24 hours (this break does not require the Player to cease using other Club facilities); and
 - c) Make a record of the interaction in the Club's Gambling Incident Register