



**What to do if you think someone  
you love has a problem with gambling**

**Call GambleAware  
1800 858 858**

**The number that can change your life.**



**GAMBLEAWARE**  
**[gambleaware.nsw.gov.au](http://gambleaware.nsw.gov.au)**  
**1800 858 858**

## GambleAware counsellors can help you even if it is not you who is gambling

GambleAware counsellors are professionals who listen and talk to people about issues and problems caused by gambling and support you to solve them. They are free to see – and they can help the person who gambles as well as their family. They keep your phone calls, visits and conversations private and confidential.

GambleAware counsellors understand that it is hard to talk about someone else's gambling, but there is no shame in getting help. They will listen to what is worrying you and will help you get the support that you need and deserve. They understand the impact that your loved one's gambling can have on you.

GambleAware counsellors understand that everyone's situation is unique, and they will work with you to explore the best way to make things better for you and your loved one. For example, GambleAware counsellors can help you to address your concerns about your loved one's gambling by helping you to clarify the issues, increase your self-awareness of their gambling behaviour and by exploring options and developing strategies to manage their gambling. They can also provide practical support – such as linking you or your loved one with a financial counsellor and other support services.



### What support is available from GambleAware?



#### Accessing GambleAware

- You can call **1800 858 858** anytime 24 hours a day, 7 days a week.
- An interpreter can be arranged for you so that you can speak to a GambleAware counsellor if required.
- You can get support from GambleAware from anywhere in NSW.
- Flexible appointment times can be arranged for ongoing support.
- If you prefer typing to talking, you can chat live in English with a counsellor on the [Gambling Help Online](#) website.
- GambleAware counsellors are free and confidential.



#### You can get free legal advice

GambleAware also offers legal advice on a variety of issues related to gambling, which may include:

- Bankruptcy, consumer rights, credit and debt, criminal law, family law, litigation and wills.
- Relationship breakdown and information about separation rights.
- Advice about how to legally protect your assets and how to support your family member.

A telephone interpreter can be arranged for free by your GambleAware counsellor to help you access this service if required.



## Financial counselling is also available

GambleAware can also provide financial counselling. Financial counsellors are trained professionals who can help you work your way out of money difficulties as a result of gambling by providing support to:

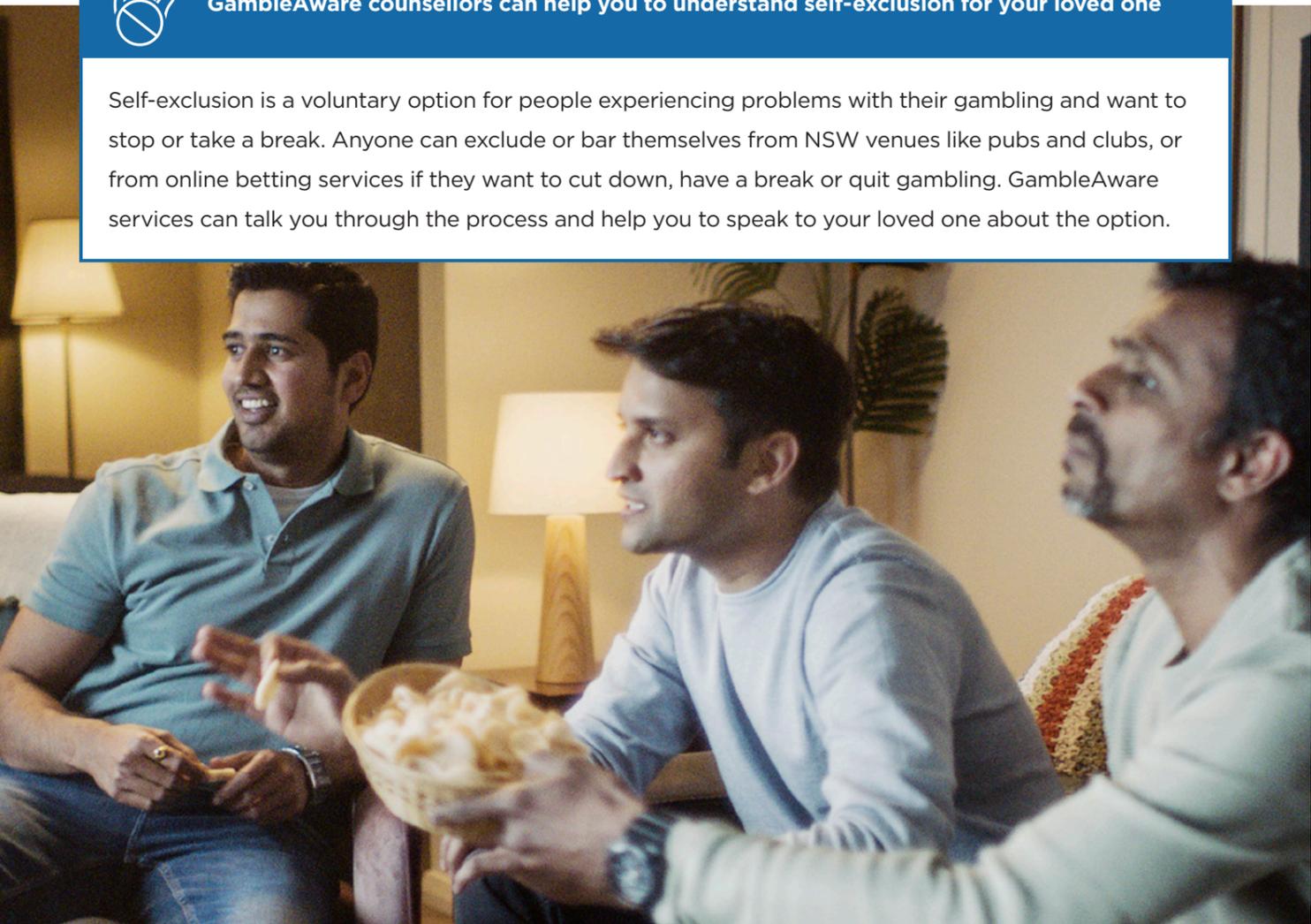
- Learn budgeting and other money management skills and tools.
- Act as an advocate for you – for example writing to your bank or negotiating repayment arrangements with other creditors.
- Assist with bankruptcy applications.
- Look at options to manage your household's money and your loved one's debts.
- Link you with other financial support services – like emergency relief services for food or government income support.

A telephone interpreter can be arranged for free by your GambleAware counsellor to help you access this service if required.



## GambleAware counsellors can help you to understand self-exclusion for your loved one

Self-exclusion is a voluntary option for people experiencing problems with their gambling and want to stop or take a break. Anyone can exclude or bar themselves from NSW venues like pubs and clubs, or from online betting services if they want to cut down, have a break or quit gambling. GambleAware services can talk you through the process and help you to speak to your loved one about the option.



## GambleAware counsellors help you prepare to talk to your loved one about their gambling

A GambleAware counsellor can help you prepare to talk with your loved one about your concerns and provide support to you throughout the whole process. Encouraging your loved one to openly discuss their gambling can be an essential part of their journey to recovery.

### How do you start the conversation with your loved one?



- Pick an appropriate place and time to talk that is private and away from distractions.
- Be prepared with information about help that is available.
- Avoid sounding judgemental or critical.
- Ask their perspective about how they see their gambling.
- Ask open questions: "What's been going on for you? Is there anything I can do to help?"
- Give them time to answer – this will help them feel safe and that they can trust talking to you about it.
- Use "I statements" to start the conversation with – for example – "I feel worried about you spending all of your pay and us not having money to pay our bills".
- Try asking them if they would be comfortable seeing a GambleAware counsellor rather than pressuring them to see one.
- Continue to encourage them to speak to a GambleAware counsellor so that the sooner they address their harm from gambling then the easier it is to overcome and stop it getting to a crisis point.

## What are the signs that my loved one's gambling may be causing harm?

Harm from gambling can impact many areas of a person's life. You might notice signs in their behaviour, their health, or your finances.

### Some of the signs that someone's gambling might be causing harm are:



#### Impact on their physical health

- Not eating properly.
- Not sleeping well.
- Headaches.
- Losing or gaining weight.



#### Relationship problems

- Conflict or breakdown.
- Being secretive about their gambling.
- Becoming withdrawn from you, family and friends.
- Lying to family and friends.



#### Financial problems

- Excessive loans.
- Regularly borrowing money.
- No money.
- Bankruptcy.
- Gambling with your money.
- Gambling more money than they have
- Unpaid bills / disconnection notices.



#### Impact on their emotional health

- Stress.
- Anxiety.
- Sadness.
- Anger.
- Feelings of shame and helplessness.
- Feelings of regret and guilt.



#### Criminal activity

- Fraud.
- Stealing.

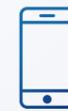


#### Education and employment

- Reduced performance.
- Difficulty in concentrating.
- Missing school or work.

**If you are unsure whether your loved one has a problem with gambling, then reach out to GambleAware to talk it through with them.**

### Getting started



GambleAware counsellors are free and confidential. Call NSW GambleAware on **1800 858 858**.  
[www.gambleaware.nsw.gov.au](http://www.gambleaware.nsw.gov.au)



An interpreter can be arranged for you so that you can speak to a GambleAware counsellor if required.



You can chat online in English.  
[www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)

**Your safety is the most important thing.**

If you ever feel threatened or unsafe, or if you are concerned about the welfare of any children affected by your loved one's gambling, it's important you know there is support available. Call the

Domestic Violence Line  
1800 656 463  
GambleAware  
1800 858 858

**If you are in an emergency, or at immediate risk of harm to you or others, please contact emergency services on 000.**

### Ongoing support

- ✓ GambleAware counsellors support you and your family.
- ✓ Practical support.
- ✓ Refer you to a financial counsellor for free.
- ✓ No judgement - help to get harmony back into your life.
- ✓ Ongoing appointments arranged to not impact your work.
- ✓ Free legal advice for gambling related matters.



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