

**GamCare provides a confidential Helpline throughout the UK and a range of help online. These services provide emotional support, advice, information and referral for people experiencing problems with their gambling and family and friends affected by gambling.**

**GamCare counselling provides a safe, confidential way for you to talk about your situation. Contact the Helpline for details of counselling and other support services available in your area. In addition, GamCare offers a Netline, an internet based helpline at [www.gamcare.org.uk](http://www.gamcare.org.uk) and an online peer to peer support forum for members.**

**Our helpline is open 7 days a week, 8am–midnight.**

**0808 8020 133  
[www.gamcare.org.uk](http://www.gamcare.org.uk)**

#### Seeking help and advice

If you are concerned about your (or someone else's) gambling, don't keep it to yourself; talk to a friend, parent or relative that you trust. You may also find it helpful to seek advice from your doctor or from the following help agencies:

#### Gam-Anon

Support for friends and families affected by gambling.

[www.gamanon.org.uk](http://www.gamanon.org.uk)

#### Gamblers Anonymous

A support fellowship for problem gamblers.

[www.gamblersanonymous.org.uk](http://www.gamblersanonymous.org.uk)

#### Gordon Moody Association

A residential treatment centre for problem gamblers.

**0138 424 1292**

[www.gordonmoody.org.uk](http://www.gordonmoody.org.uk)

#### Citizens Advice

Free, independent and confidential advice and information.

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

#### StepChange Debt Charity

Free confidential debt advice and support.

**0800 138 1111**

[www.stepchange.org](http://www.stepchange.org)

#### National Debtline

Free, independent and confidential advice on money and debt problems.

**0808 808 4000**

[www.nationaldebtline.org](http://www.nationaldebtline.org)

#### Payplan

Free confidential advice on resolving debt problems.

**0808 274 1163**

[www.payplan.com](http://www.payplan.com)

# An added advantage?

A guide to working in the betting and gaming industry

SAMPLE  
SAMPLE  
SAMPLE



A charitable Company  
Registered in England No. 3297914  
Charity No. 1060005

**Helpline:  
0808 8020 133  
[www.gamcare.org.uk](http://www.gamcare.org.uk)**



# Lucky for some?

“Sometimes I’m giving out prizes and I think...yes, I could have some of that.”

Gaming staff member

If this is your early warning call, listen and do something about it.

- 1 Does working in the industry give you inside knowledge, more of an advantage?
- 2 Do you believe that, because you work in the industry, you understand the odds, know the game, have knowledge of machines...it all adds up to making you a better gambler, a winner?
- 3 Do friends and relatives ask for your 'tips', suggest that, because you work in the industry, you know what's going to win?

- 4 Does listening and watching your customers bet and gamble make you think that you could do it better than you could have that entertainment?
- 5 Is gambling or betting your idea of relaxing when you leave work? Is gambling taking over your life?

There is no added advantage to working in the betting and gaming industry. Just like your customers, you can lose as well as win.

Helpline:  
0808 8020 133  
[www.gamcare.org.uk](http://www.gamcare.org.uk)

# SAMPLE SAMPLE SAMPLE

The nature of betting and gaming is chance, risk and excitement but it can be a problem for some staff. Employees who work in a gaming environment need to get drawn into it to participate.

Gaming industry staff often work shifts, in particular, late nights and early mornings. Resultant tiredness and anxiety could be some of many reasons to escape and possibly turn to gambling.

Understandably, as a staff member, you might be reluctant to come forward and be honest about your gambling. The following questions may well be going through your mind:

- Is my gambling affecting my work?
- What if I talk to my boss?
- Could my job be at risk?
- Where do I go for help?

Are those who work in the industry confronted by an even greater number of issues than those customers who are outside it?