

"I was nervous when I started the sessions but this quickly subsided when I realised there is no judgement and a real desire to help."

GamCare counselling client

"At the start of my sessions, I really did not know what I expect... As soon as I met my counsellor I felt able to open up in a positive way. These sessions have been so helpful... thank you from the bottom of my heart."

GamCare counselling client

GamCare offers advice, information and practical help over the phone and online for problem gamblers, their family members and friends. GamCare also offers counselling throughout Great Britain.

GamCare counselling is designed to help you explore situations relevant to your gambling in a safe environment over time. GamCare counselling is free of charge and is available face to face or online.

To find out more about what support you might need, talk to one of GamCare's specially trained Advisers. They'll listen, they won't judge you and your conversation is completely confidential.

The **National Gambling HelpLine**, operated by GamCare, is open seven days a week, from 8am - midnight.

Call free: 0808 8020 133
www.gamcare.org.uk



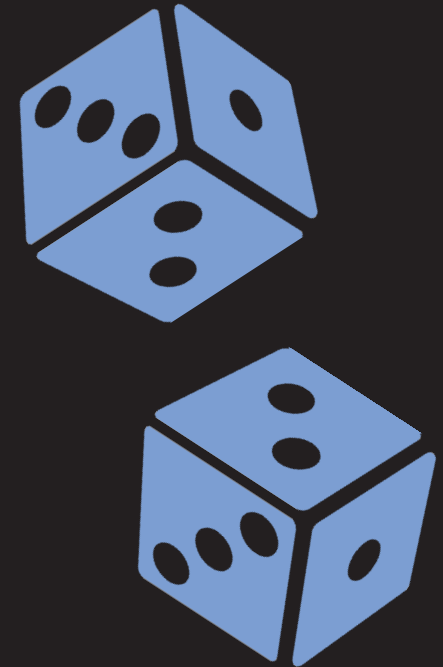
Scan here to visit the
GamCare website

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Problem Gambling Counselling

GamCare support problem gamblers as well as family and friends affected by problem gambling



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What does GamCare counselling help with?

GamCare provides **free, specialist counselling** for anyone experiencing difficulties resulting from a gambling problem, such as debt, relationship difficulties or stress and anxiety. Our service is **available for problem gamblers, plus their family and friends** in England, Scotland and Wales.

Our specially trained and experienced counsellors can give you the **safe, confidential space** you need to work through the issues and situations connected to problem gambling in your life, and we will work with you to find the best methods of dealing with these situations going forward.

So you'll tell me what to do?

No. Your counsellor is there to support you and respect your views. They will help you to understand your problems better so you can work to overcome them.

We have an integrative approach to counselling, which means we can help you explore both the problem gambling behaviour as well as the thoughts, feelings and circumstances which may have led to this behaviour. Your counsellor will also help you develop strategies to deal with the difficulties you experience.

How long does it take?

We offer between three and 12 weekly sessions free of charge at three convenient locations in London. These sessions will help you explore the issues and situations that might be relevant to the gambling problem in your life. We also offer group counselling in some locations.

How can I make the most of my sessions?

In order for the counselling to have the most impact, you will need to commit to regular sessions. You can talk to one of our HelpLine Advisers about arranging counselling.

If you feel that counselling could be useful, we will book you in for an assessment to make sure that counselling is the right option for you. If it is, you'll make a regular appointment with the same counsellor each time.

For counselling to be effective, you need to build a trusting relationship with your counsellor and be willing to try and express what you think and feel about your situation. Your counsellor is there to support you to better understand your behaviour, thoughts and feelings, without judgement.

What if it doesn't work?

Counselling 'works' differently for all of us.

The process of recovery for problem gamblers is also different for each person, but counselling is a good way to begin to understand why you or someone close to you may feel compelled to gamble in a harmful way.

It's worth making an effort to talk through what's going on for you with someone you trust, and your counsellor can help you start that journey.

If you change your mind about counselling at any time this is your choice.

How do I make a start?

You can call the **National Gambling HelpLine**, operated by GamCare, on Freephone **0808 8020 133** or chat with an Adviser online at **www.gamcare.org.uk**, if you think counselling could help you.

When you first contact us, we will ask you for some basic information like your name, contact details and when you might be available to attend counselling. All the information you give us is confidential and is stored securely. We will never use your personal information outside of the counselling service.

Can I refer someone else for counselling?

If there is someone you know who might be interested in specialist problem gambling counselling please do recommend GamCare.

Please remember that the person you are recommending will need to contact us directly in order to arrange their assessment.



“It was great to have somewhere to talk every week and help me think... It's helped me to stop gambling.”

GamCare counselling client