

**“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 client*

**“At the start of my sessions, I really did not know what I expect... (but) 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 client*

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

GamCare treatment services are designed to help you explore situations relevant to your gambling in a safe environment, identify your goals and help you achieve them. GamCare treatment 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 confidential.

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

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



**Scan here to visit the  
GamCare website**



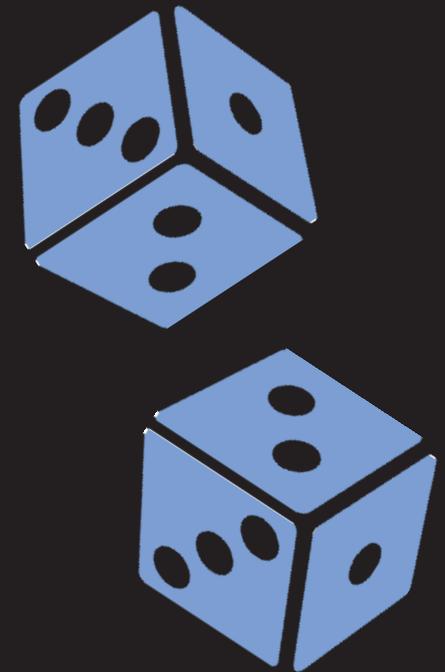
Funded by:

**GambleAware<sup>®</sup>**

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Charity No. 1060005

# Problem Gambling Treatment Services

**GamCare support problem gamblers, plus family and friends who are affected**



**National Gambling HelpLine**  
**Call free: 0808 8020 133**  
**[www.gamcare.org.uk](http://www.gamcare.org.uk)**



## What do GamCare services help with?

GamCare, funded by GambleAware, provides free, specialist treatment for anyone experiencing difficulties resulting from a gambling problem. Our services are available for problem gamblers, plus their family and friends in England, Scotland and Wales.

Our specially trained and experienced practitioners can give you the safe, confidential space you need to discuss how gambling affects you, and we will work with you to find strategies to help you move forward in a positive way.

## So you'll tell me what to do?

No. Your practitioner is there to support you, and they will help you to understand your situation better so you can identify the goals which matter to you, make positive changes in your life and make strides to achieve them.

Your GamCare practitioner can help you understand both the problem gambling behaviour as well as the thoughts, feelings and circumstances which may have led to this.

Your practitioner will also help you develop strategies to deal with difficult situations in ways which don't rely on gambling.

## How long does it take?

We offer a range of short- and longer-term treatment options, either over the phone, face-to-face or online. We have services available across Great Britain.

You may receive one-to-one support or you may take part in courses where you can meet others in similar situations.

## What if it doesn't work?

Treatment can work differently for all of us. The process of change is also different for each person, but receiving support is a good way to begin to understand and make lasting changes to harmful gambling behaviour.

It's often worth talking through what's going on for you with someone you trust, and GamCare can help you with this.

Lapses may happen, and your practitioner will work with you, supporting you through this towards your goals for recovery.

If you change your mind about treatment at any time this is your choice, however you can speak to your practitioner about other options which may be available too.

## How do I make a start?

If you think our services could help you, call the **National Gambling Helpline**, funded by GambleAware and operated by GamCare, on Freephone **0808 8020 133**, or chat with an Adviser online at [www.gamcare.org.uk](http://www.gamcare.org.uk).

When you first contact us, we will ask you for some basic information like your name and contact details. All the information you give us is confidential and is stored securely.

## Can I refer someone else for treatment?

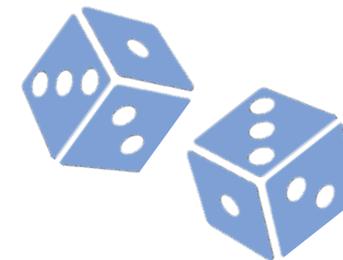
If there is someone you know who might benefit from our services please do recommend GamCare, and encourage them to contact the National Gambling Helpline or NetLine to talk through all of the options available to them for support.

Professionals working with someone affected by problem gambling can make a referral for treatment through our website or the Helpline, as long as they can have written consent from the individual.

## What support is available for family and friends?

GamCare also provides advice and treatment for family members and friends who are affected by a loved one's gambling behaviour, even if the gambler does not wish to seek support yet.

We support you in your own right - contact our Advisers today to talk through all of the options available for you.



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

*GamCare client*