

How to respond if you are worried about someone else's gambling?

If you are worried about a family member or a friend's gambling, we recommend you:

- Start a safe conversation.
- Listen without judgement.
- Be kind and patient. Try to understand that this might be complex.
- Change is not a simple thing.
- Research and learn about gambling.
- Encourage them to get support.
- Provide them with links or information about gambling harm and strategies that they might be able to use like those available on our Services and Resources page.
- Some friends and family members have supported their friends or family at risk by not gambling with them and helping to avoid access to gambling opportunities.

We also recommend you:

- Avoid judging or lecturing the person.
- It doesn't help to act as if you are the expert or if you think it is your job to try to 'fix' the person.
- Just simply telling someone to stop gambling or trying to force them to change through guilt or shame are generally not effective.
- It doesn't help to cover for denying, justifying or minimising the person's gambling to yourself, others or them.
- Gambling with another person or supporting their gambling practically or financially is not helpful.
- Do not give them money.

At ACT Gambling and Support Service (AGSS) we offer free and confidential support for people experiencing harm as a result of their or someone else's gambling.

We provide 24/7 support over the phone, virtual meetings or face to face appointments. We have online gambling and financial counselling services available and peer support (one to one, couples, families or groups).

Call our free helpline 1800 858 858