

Meli Gambler's Help Toolkit

Referring a client to Gambler's Help

As a health and welfare professional you can encourage clients to contact the Gambler's Help service by emphasising that it is free and confidential, and that clients usually do well when contact is established.

It is important to talk to your client about their gambling, as many clients will feel reluctant or uncomfortable about calling Gambler's Help services on their own, and many may not know such services exist.

Identifying a gambling problem

Health and welfare workers outside of Gambler's Help services are often the first port of call for people seeking help with problem gambling though the client may not be aware that gambling is the problem. Be aware that gambling can be a problem and be prepared to ask about it. This can be as simple as asking three questions:

- Do you or a family member gamble on the pokies or online, at the casino or the track? (this question identifies the gambling modes where most people have problems)
- Is this a problem for you?
- Would you like to go to a specialist service?

Understanding and recognising the symptoms, impacts and dynamics of problem gambling will equip you to offer support

- Find out about the common signs of problem gambling
- Problem gambling may be just one factor within a complex array of interpersonal, intrapersonal and health issues experienced by your client
- There are several common behavioural, emotional, financial and health related signs that may indicate your client has a problem with gambling

Making referrals to Gambler's Help

- Consider sitting with your client while they make the call to Gambler's Help or Meli if this makes them feel more comfortable and supported
- It is also important to follow up on your referral to see how things went
- If your client requires continued support through your service for other issues, try to work cooperatively with Gambler's Help as much as possible

For more information, contact Gambler's Help or Meli:

Call Gambler's Help on 1800 858 858 or Meli on 5278 8122 or email intake@meli.org.au