

Responsible Gameplay

The Facts about Gambling

As at 18 March 2024

Services and support for gambling disorders

GAMBLING DISORDER¹

Research is constantly evolving, and definitions of what constitutes a gambling disorder can vary. The American Psychiatric Association defines a gambling disorder as repeated problematic gambling behavior that causes significant problems or distress.¹ It is also called gambling addiction, problem gambling or compulsive gambling, and can lead to problems with finances, relationships and work, as well as potential legal issues. At least four of the following indicators can suggest a gambling disorder:

- Need to gamble with increasing amounts to achieve the desired excitement.
- Restless or irritable when trying to cut down or stop gambling.
- Repeated unsuccessful efforts to control, cut back on or stop gambling.
- Frequent thoughts about gambling (such as reliving past gambling or planning future gambling).
- Often gambling when feeling distressed.
- After losing money gambling, often returning to get even. (This is referred to as "chasing" one's losses.)
- Lying to hide gambling activity.
- Risking or losing a close relationship, a job, or a school or job opportunity because of gambling.
- Relying on others to help with money problems caused by gambling

SERVICES FOR GAMBLING DISORDER

If you or someone you know is having problems controlling gambling, contact a support service near you. They can provide information, self-help resources and support. Check out the resources on the following pages.

¹ Taken from the American Psychiatric Association's website on 'What is Gambling Disorder'.

AFRICA

South Africa

South African Responsible Gambling Foundation

<https://responsiblegambling.org.za/>

Free counselling line: 0800 006 008

WhatsApp/ SMS HELP to 076 675 0710

Email: helpline@responsiblegambling.org.za

International number +27 21 674 5830

ASIA

Hong Kong

Gambling Counselling Hotline: 1834 633 (press 1)

Problem Gambling Counselling and Treatment Services

www.hkjc.com/responsible-gambling/en/problem/help.aspx

Caritas Hong Kong

www.gamblercaritas.org.hk/

India

Jeevan Aastha Helpline, Mental Health Counseling (including addictions)

www.jeevanaastha.com

Helpline: 1800 233 3330

Email: jeevanaastha@jeevanaastha.com

Macau

Problem Gambling Prevention and Treatment Division - The Resilience Centre

<https://iasweb.ias.gov.mo/cvf/>

24 Hour Gambling Counseling Hotline: 28230101

Whatsapp : 63287371

Wechat : skh24hli

Facebook : www.facebook.com/24hli

Counseling online: www.24gcho.org

Philippines

National Center for Mental Health Crisis Hotline

<https://doh.gov.ph/NCMH-Crisis-Hotline>

Call: 0908 639 2672

Singapore

National Council on Problem Gambling – Singapore

www.ncpg.org.sg

Helpline: 1800 6 668 668

South Korea

Korea Problem Gambling Agency

www.kcgp.or.kr

Helpline: 1336

EUROPE

Austria

Gaming Help

www.spielsuchthilfe.at

Helpline: (1) 544 13 57

Email: therapy@spielsuchthilfe.at

Belgium

Gambling Help

<https://gokhulp.be>

Email: info@gamblinghulp.be

Bulgaria

National Drugs, Alcohol and Gambling Helpline

www.drugsinfo-bg.org

Helpline: 0888-99-18-66

Denmark

Denmark Gambling Authority – free treatment for gambling addiction

www.spillemyndigheden.dk/gratis-behandling-af-spilafh%C3%A6ngighed-ludomani

Estonia

Gambling Addiction Counselling Center

<https://15410.ee>

Call: 15410

Email: info@15410.ee

Finland

Peluuri

www.peluuri.fi/en/about-us/our-services

Helpline: 0800 100 101

France

Prevention and support for problem gamblers

www.adictel.com

SOS Players – for gambling addiction

<https://sosjoueurs.org/>

Call: 09 69 39 55 12

Germany

Professional Association for Gambling Addiction

www.gluecksspielsucht.de/adr/index.php/

<https://gluecksspielsucht-selbsthilfe.de/>

Problem Gambling Hotline: 0800 0776611

Ireland

Gambling Care

<https://gamblingcare.ie/>

National Helpline: 1800 936 725

Israel

Israel Center on Addiction

<https://ica.org.il/contact/>

Latvia

The Lotteries and Gambling Supervision Inspectorate

www.iaui.gov.lv/lv/psihologiskais-atbalsts

Call: 67 504 966

Email: psihologs@iaui.gov.lv

Malta

Responsible Gaming Foundation

<http://rgf.org.mt>

Supportline: 1777

Netherlands

Gamblers Anonymous (AGOG)

www.agog.nl

Helpline: 0800 22 777 22

Norway

Help for gambling problems

www.hjelpelinjen.no

Helpline: 800 800 40

Poland

Helpline for behavioral addictions

www.uzaleznieniabehawioralne.pl/category/hazard

Helpline: 801 889 880

Slovenia

Gambling Hotline: 040 88 99 18

www.mladihazardder.si

Gamblers Anonymous

www.anonimni-hazardderji.eu

Spain

Play Well

www.jugarbien.es/contenido/ayuda-cerca-de-ti

Sweden

The Support Line: 020-81 91 00

www.stodlinjen.se

Switzerland

Helpline gambling addiction: 0800 040 080

www.sos-spielsucht.ch

Center for Gambling Addiction and Other Behavioral Addictions

www.spielsucht-radix.ch

Safe Zone Gambling Addiction

www.safezone.ch/de/suechte-und-substanzen/gluecksspielsucht

Careplay

www.careplay.ch

Call: 041 367 48 47

Email: info@careplay.ch

Win Back Control

www.winbackcontrol.ch

Ukraine

Ukrainian Gambling Council

www.uagc.org.ua

Free counselling for gambling addiction

0800 33 05 80 – for calls within Ukraine (free)

067 502 89 53 – for Kyivstar users

099 110 22 98 – for Vodafone users

United Kingdom

GamCare gambling support

www.gamcare.org.uk

GambleAware – National Gambling Support Network

www.begambleaware.org

National Gambling Helpline 0808 8020 133

LATIN AMERICA

Argentina

Lotería de la Ciudad de Buenos Aires - Saber Jugar

<https://www.saberjugar.gob.ar>

Helpline: 0800 666 6006

Instituto Provincial de Juegos y Casinos - Gobierno de Mendoza - Juego Responsable

www.mendoza.gov.ar/juegosycasinos/juego-responsable

Call: 2614247536

WhatsApp: 2614722471

Email: programajuegoresponsablemza@gmail.com

Chile

Superintendencia de Casinos de Juego - Juego Responsable

www.scj.gob.cl/juego-responsable

Colombia

Coljuegos - Juega bien

www.coljuegos.gov.co/publicaciones/306325/juega-bien---ser-responsable-es-parte-del-juego/

Mexico

Comisión Nacional contra las Adicciones - Prevención de la Ludopatía

<https://www.gob.mx/salud%7Cconadic/documentos/documento-59978>

Call: 800 911 2000

Dirección General de Juegos y Sorteos - Atención al Ludópata

http://www.juegosysorteos.gob.mx/es/Juegos_y_Sorteos/Atencion_al_Ludopata

Panama

Secretaría Ejecutiva Junta de Control de Juegos - Juego Responsable

www.mef.gob.pa/secretaria-ejecutiva-junta-de-control-de-juegos

Call: 504-3768 / 506-6698

Email: jcjuegoresponsable@mef.gob.pa

Peru

Dirección General de Juegos de Casino y Máquinas Tragamonedas - Ludopatía

<https://consultasenlinea.mincetur.gob.pe/casinos/ludopatia/ludopatia.html>

Puerto Rico

Administración de Servicios de Salud Mental y Contra la Adicción

www.assmca.pr.gov

Call: 1-800-981-0023 or 9-8-8

TDD: 1-888-672-7622

Chat: lineapas.assmca.pr.gov

Uruguay

Dirección General de Casinos del Estado - Programa de Prevención y Tratamiento del Juego Patológico

www.gub.uy/ministerio-economia-finanzas/politicas-y-gestion/programa-juego-responsable

Call: 0800 8631

NORTH AMERICA

Canada

Responsible Gambling Council – Find a gambling counsellor

www.responsiblegambling.org/for-the-public/problem-gambling-help/help-for-canadians

USA

National Council on Problem Gambling

www.ncpgambling.org/help-treatment

Call 1-800-GAMBLER

Chat 1800gamblerchat.org

Text 800GAM

OCEANIA

Australia

Gambling Help Online

1800 858 858 or www.gamblinghelponline.org.au

New Zealand

Gambling Helpline

www.gamblinghelpline.co.nz

Call: 0800 654 655

Problem Gambling Foundation Services

www.pgfnz.org

Call: 0800 664 262

Mapu Maia

www.mapumaia.nz

WORLDWIDE

Directory of internationally certified gambling counsellors

<https://www.igccb.org/counselor-directory/>

Gamblers Anonymous

www.gamblersanonymous.org

Gam-Anon

For family and friends of those with gambling problems

www.gam-anon.org