

Referring a client to Gambler's Help



Do you have a client that has identified as being affected by gambling? You can provide support and encourage clients to contact Gambler's Help for free and confidential support.

Professionals working outside the Gambler's Help services are often the first port of call for people seeking help with gambling harm. As a professional, you can play a crucial role in:

- identifying someone who is experiencing gambling harm
- offering advice and support
- referring them to appropriate services.

Identifying a gambling problem

Questions relating to gambling should be included in your routine client intake or assessment, for example asking 'In the past 12 months, have you been impacted by gambling?'

Initiating the conversation with a screening question gives the client permission to talk about gambling in a non-judgmental and professional way. The aim at this stage is to discover whether the client is concerned about their gambling and reassure them that this is a legitimate health issue.

Making referrals to Gambler's Help

Gambler's Help is a free and confidential gambling service that offers a range of specialised counselling services to people with a gambling concern as well as their partners and close family members.

Consider being with your client when they call Meli or Gambler's Help to make them feel more comfortable and supported

It's important to follow up on your referral to see how things are going for your client.

Problem Gambling Severity Index (PGSI)

The PGSI is the standardised measure of at risk behaviour in problem gambling. It is a tool based on research on the common signs and consequences of problematic gambling. Assessing where your client is now can help you make informed decisions on how to assist them. It's important to note that categorisation through the PGSI is not the same as clinical diagnosis, which requires assessment by a clinician.