

# Responsible Gameplay

## The Facts about Gambling

As at 27 July 2023

### Services and support for gambling disorders

#### GAMBLING DISORDER

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.<sup>1</sup> 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 amount of money 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 experiences, planning the next gambling venture, thinking of ways to get money to gamble)
- Often gambling when feeling distressed
- After losing money gambling, often returning to get even (referred to as “chasing” one’s losses)
- Lying to conceal gambling activity
- Jeopardizing or losing a significant relationship, job or educational/career 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.

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<sup>1</sup> 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](mailto: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](http://www.hkjc.com/responsible-gambling/en/problem/help.aspx)

Caritas Hong Kong

[www.gamblercaritas.org.hk/](http://www.gamblercaritas.org.hk/)

### India

Jeevan Aastha Helpline, Mental Health Counseling (including addictions)

[www.jeevanaastha.com](http://www.jeevanaastha.com)

Helpline: 1800 233 3330

Email: [jeevanaastha@jeevanaastha.com](mailto: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](http://www.facebook.com/24hli)

Counseling online: [www.24gcho.org](http://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](http://www.ncpg.org.sg)

Helpline: 1800 6 668 668

### South Korea

Korea Problem Gambling Agency

[www.kcgp.or.kr](http://www.kcgp.or.kr)

Helpline: 1336

## EUROPE

### Austria

Gaming Help

[www.spielsuchthilfe.at](http://www.spielsuchthilfe.at)

Helpline: (1) 544 13 57

Email: [therapy@spielsuchthilfe.at](mailto:therapy@spielsuchthilfe.at)

### Belgium

Gambling Help

<https://gokhulp.be>

Email: [info@gamblinghulp.be](mailto:info@gamblinghulp.be)

### Bulgaria

National Drugs, Alcohol and Gambling Helpline

[www.drugsinfo-bg.org](http://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](http://www.spillemyndigheden.dk/gratis-behandling-af-spilafh%C3%A6ngighed-ludomani)

### Estonia

Gambling Addiction Counselling Center

<https://15410.ee>

Call: 15410

Email: [info@15410.ee](mailto:info@15410.ee)

### Finland

Peluuri

[www.peluuri.fi/en/about-us/our-services](http://www.peluuri.fi/en/about-us/our-services)

Helpline: 0800 100 101

### France

Prevention and support for problem gamblers

[www.adictel.com](http://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/](http://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](http://www.iaui.gov.lv/lv/psihologiskais-atbalsts)

Call: 67 504 966

Email: [psihologs@iaui.gov.lv](mailto:psihologs@iaui.gov.lv)

### **Malta**

Responsible Gaming Foundation

<http://rgf.org.mt>

Supportline: 1777

### **Netherlands**

Gamblers Anonymous (AGOG)

[www.agog.nl](http://www.agog.nl)

Helpline: 0800 22 777 22

### **Norway**

Help for gambling problems

[www.hjelpelinjen.no](http://www.hjelpelinjen.no)

Helpline: 800 800 40

### **Poland**

Helpline for behavioral addictions

[www.uzaleznieniabehawioralne.pl/category/hazard](http://www.uzaleznieniabehawioralne.pl/category/hazard)

Helpline: 801 889 880

### **Slovenia**

Gambling Hotline: 040 88 99 18

[www.mladihazarder.si](http://www.mladihazarder.si)

Gamblers Anonymous

[www.anonimni-hazarderji.eu](http://www.anonimni-hazarderji.eu)

### **Spain**

Play Well

[www.jugarbien.es/contenido/ayuda-cerca-de-ti](http://www.jugarbien.es/contenido/ayuda-cerca-de-ti)

### **Sweden**

The Support Line: 020-81 91 00

[www.stodlinjen.se](http://www.stodlinjen.se)

### **Switzerland**

Helpline gambling addiction: 0800 040 080

[www.sos-spielsucht.ch](http://www.sos-spielsucht.ch)

Center for Gambling Addiction and Other Behavioral Addictions

[www.spielsucht-radix.ch](http://www.spielsucht-radix.ch)

Safe Zone Gambling Addiction

[www.safezone.ch/de/suechte-und-substanzen/gluecksspielsucht](http://www.safezone.ch/de/suechte-und-substanzen/gluecksspielsucht)

Careplay

[www.careplay.ch](http://www.careplay.ch)

Call: 041 367 48 47

Email: [info@careplay.ch](mailto:info@careplay.ch)

Win Back Control

[www.winbackcontrol.ch](http://www.winbackcontrol.ch)

## Ukraine

Ukrainian Gambling Council

[www.uagc.org.ua](http://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](http://www.gamcare.org.uk)

GambleAware – National Gambling Support Network

[www.begambleaware.org](http://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](http://www.mendoza.gov.ar/juegosycasinos/juego-responsable)

Call: 2614247536

WhatsApp: 2614722471

Email: [programajuegoresponsablemza@gmail.com](mailto:programajuegoresponsablemza@gmail.com)

### Chile

Superintendencia de Casinos de Juego - Juego Responsable

[www.scj.gob.cl/juego-responsable](http://www.scj.gob.cl/juego-responsable)

### Colombia

Coljuegos - Juega bien

[www.coljuegos.gov.co/publicaciones/306325/juega-bien---ser-responsable-es-parte-del-juego/](http://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](http://www.juegosysorteos.gob.mx/es/Juegos_y_Sorteos/Atencion_al_Ludopata)

### Panama

Secretaria Ejecutiva Junta de Control de Juegos – Juego Responsable

[www.mef.gob.pa/secretaria-ejecutiva-junta-de-control-de-juegos](http://www.mef.gob.pa/secretaria-ejecutiva-junta-de-control-de-juegos)

Call: 504-3768 / 506-6698

Email: [icjuegosresponsable@mef.gob.pa](mailto:icjuegosresponsable@mef.gob.pa)

### Peru

Dirección General de Juegos de Casino y Máquinas Tragamonedas – Ludopatía

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

## **Puerto Rico**

Administración de Servicios de Salud Mental y Contra la Adicción

[www.assmca.pr.gov](http://www.assmca.pr.gov)

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

TDD: 1-888-672-7622

Chat: [lineapas.assmca.pr.gov](http://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](http://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](http://www.responsiblegambling.org/for-the-public/problem-gambling-help/help-for-canadians)

### **USA**

National Council on Problem Gambling

[www.ncpgambling.org/help-treatment](http://www.ncpgambling.org/help-treatment)

Call 1-800-GAMBLER

Chat [1800gamblerchat.org](http://1800gamblerchat.org)

Text 800GAM

## **OCEANIA**

### **Australia**

Gambling Help Online

1800 858 858 or [www.gamblinghelponline.org.au](http://www.gamblinghelponline.org.au)

### **New Zealand**

Gambling Helpline

[www.gamblinghelpline.co.nz](http://www.gamblinghelpline.co.nz)

Call: 0800 654 655

Problem Gambling Foundation Services

[www.pgf.nz](http://www.pgf.nz)

Call: 0800 664 262

Mapu Maia

[www.mapumaia.nz](http://www.mapumaia.nz)

## **WORLDWIDE**

Directory of internationally certified gambling counsellors

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

Gamblers Anonymous

[www.gamblersanonymous.org](http://www.gamblersanonymous.org)

Gam-Anon

For family and friends of those with gambling problems

[www.gam-anon.org](http://www.gam-anon.org)