



## Welcome and Introduction



Registered  
Charity  
SC051622



CHARITY COMMISSION  
FOR ENGLAND AND WALES



# Our Mission

To offer **hope** to anyone affected by gambling harms and the opportunity to share their experiences in a **safe space, without fear of judgement** with others who have **genuine empathy and understanding**



## KS2 AND KS3 ONLINE, GAMING AND GAMBLING HARMS WORKSHOP

**GamFam**

Our sessions are primarily aimed at years 5 to 8 students but can also be adapted for other age groups too. Each workshop usually lasts around 90 minutes and involves role play; videos; activities and opportunities for peer discussion.

We are also able to deliver an additional session for parents/carers or even staff so that they are able to have a better understanding of what the children have been taught. This session can be delivered either in person or online.

Average understanding of gaming and gambling harms before the presentation


84.7

Average understanding of gaming and gambling harms after the presentation


88.7

Our FREE accredited Information and Awareness workshop has been designed and developed by Laura Geggus - an experienced primary school teacher of 16+ years who also has lived experience of gambling harms as an affected other.

Laura in her role as Affected Others and Training Lead at GamFam has now delivered to 1000+ participants as part of the pilot phase.

**Contact Information:** [laura@gamfam.org.uk](mailto:laura@gamfam.org.uk)    **Website:** [www.gamfam.org.uk](http://www.gamfam.org.uk)



# GamFam

## PREPARING FOR 18

# Are You Worried About Your Child's Gaming or Gambling?

Gambling addiction is often described as 'the hidden addiction'. Unlike drug or alcohol addictions the signs are sometimes harder to spot, if left untreated they can have devastating effects on both the individual and their families and friends.

A recent report found that children who enjoyed the risk of online gambling (online betting, online gaming) more likely to gamble later on in life. Almost 1/2 million children in England and Wales are gambling regularly, with an estimated 100,000 children aged 16 to 17 in the UK also gambling with a further 200,000.

The digital world that we live in can be a marketplace for gambling. The way in which children 'game' online is very different to how they play with friends in the real world. The number of gambling sites on the front page of search engines and there are increasing concerns surrounding online gambling and the subsequent links this has with underage online gambling.

### 10 things to look for - Preparing for 18

- Excessive use of devices, lying about the amount of time spent online and isolated behaviour
- Increasingly secretive about gambling
- Isolating themselves from family and other behaviour
- Changing in attitude to school
- Change in behaviour at home
- Change in behaviour with friends, e.g. loss of weight and not taking pride in appearance
- Conflicting statements about gambling, e.g. 'I'm not important and my purpose is to eat - nothing is ever good enough'
- Decreasing enjoyment with family life
- Decreasing enjoyment with friends
- Obsessive, feeling fixated thoughts

### 10 things to do - Preparing for 18

If you are able to recognise the early warning signs related with both gambling and gambling addictions, then it is vital to let your friends and family members know about your concerns. Poor financial decisions made when gambling can potentially have a significant impact on your child's future.

This is by no means an exhaustive list but just some strategies that could ensure a potential situation does not escalate.

**Before the 18th:** do your research - ask what type of game your child is playing. Game the contain-gambling style mechanisms - don't let your own - get fully and deeply to others who may have an experience in this area. Attend a Peer Support group for parents of children with gambling addictions.

**Don't do it on your own -** get fully and deeply involved with others who may have an experience in this area. Attend a Peer Support group for parents of children with gambling addictions.

**Open a bank account that has gambling blocks enabled and set up controls on your devices and register with GambleAware.** Register with GambleAware when 16, we can provide a control on their device and register with GambleAware when 18.

**Self-exclude from high street betting shops -** multiple areas.

**Register with a self-exclusion agency -** for example Credit Control, Close Out or Exclusion - this will allow you to monitor gambling activity online and prevent it from appearing as spending on your bank account. Register with GambleAware.

**Minimise losses -** do not let your child bet more than they can afford to lose. This may give you the incentive of applying for loans etc.

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**DO NOT LEAVE ANY MONEY BACK DEBT IF YOU THINK IT WILL BE USED TO GAMBLE.**



**OFF TO UNIVERSITY**  
**Recognising the Signs**

**G GamFam**

Recognising the early warning signs and putting barriers in place is the key to supporting your teenager who is at risk of developing a gambling addiction. For many this may be the first time living away from home, in possession of a relatively large sum of money and being responsible for managing their own finances. Supporting from a distance can be challenging but using the advice and guidance from the 'Early Years' and 'Preparing for 18' programmes may make this easier to manage.



**10**  
**SIGNS FOR PARENTS TO LOOK OUT FOR**



Excessive use of devices - Also lying about the amount of time spent on the internet and isolated behaviour (this can be monitored by setting up parental controls on all devices).

Spending excessive money online - Monitor on the banking transactions.

Change in attitude - Moody, aggressive and argumentative behaviour (noticeable during phone calls and online).

The 'Lure' - Drawn to gambling, looking ill, loss of weight and not taking pride in appearance.

Compulsive eating - This includes both eating the wrong types of food excessively and not eating healthily.

Borrowing money - Taking out loans. Watch out for increased levels of debt delivered to the home.

Hidden gambling - Hiding gambling devices, cash and bank cards, and other gambling items.

Selling possessions - Things of high value such as mobile phones, laptops and other electronic equipment.

Frequent class absences - Noticeable absences from lectures and falling behind with assignments.

Dishonesty - This could include starting to tell lies and in the more extreme cases even stealing things.



The alarm bells have started to ring. You suspect it might be a problem but with your son or daughter being away from home it's difficult to know what to do for the best.



**10**  
**TOP TIPS FOR PARENTS**



**Financial controls** - Open a bank account that has gambling blocked or placed and have shared access. Encourage your son or daughter to put a limit on their account and to use it responsibly. The 'Vuln' section on the website has some research, talk to the Link at the University and speak to the welfare officer and ask about attendance to lectures. Make an effort to meet if possible.

**Mobile phones** - Set up parental controls on all devices. Check the 'Vuln' section on the website for further information on managing phones. Visit the 'Participation' section on the website for further information. Register with GamStop and limit GamStop on all devices.

**Self-exclusion schemes** - Register with the various self-exclusion schemes for high street betting casinos (such as Monopoly, bingo and bingo websites). Visit the 'Vuln' section on the website for further information.

**Register with a credit reference agency** - This will allow you to monitor your child's credit score and track any activity such as loans on their file. For example, Credit Monitor which is free of charge.

**Monitor letters** that arrive at the home address - Look out for increased volumes of post from social media - Monitor activity on social media as this may give early indications of the type of activities they follow and posts they like/comment on.

**Visit the CP** - Although both gambling/gambling addictions are now recognised as a mental disorders in the Diagnostic and Statistical Manual of Mental Disorders, families can refer to Nerd, Gaming and Gambling Clinics. Find out about counselling in the area they are in.

**Get support** - Attend a Gamblers Anonymous (GA) or Gam-Aron (for the family) meeting. Visit the 'Participation' section on the website for further information.

**Do not lend money for gambling** - Resist the temptation to pay back any debt due to gambling as this will just reinforce the addiction or run into gaming without your permission.



[www.gamfam.org.uk](http://www.gamfam.org.uk)

info@gamfam.org.uk

@GamfamCharity



# Our Peer Support Programmes

Facilitated by:	Time:	For:
<b>OCCURS EVERY TWO WEEKS, BUT THE DAY OF THE WEEK VARIES</b>		
Beth	8:00pm	Siblings, Sons & Daughters
<b>MONDAY</b>		
David	7:30pm	Recovery Group
Catherine	7:30pm	Parents
Andy S	7:45pm	Parents & Partners
Danielle	8:00pm	Partners
<b>TUESDAY</b>		
Esme	9:30am	Parents
Tracey/Beth	12:30pm	Women's Recovery Group
Steve	7:00pm	Parents
Phyllis	7:00pm	Parents
Alice/Nicola	8:00pm	Partners
<b>WEDNESDAY</b>		
Esme	2:00pm	Parents
Esme	7:00pm	Parents
Kay & Steve	7:30pm	Parents & Partners
Danielle	7:45pm	Partners
Bryn	7:30pm	Recovery Group
<b>THURSDAY</b>		
Ian	7:00pm	Parents
Elizabeth/Kay	7:30pm	Partners
Laura G	7:30pm	Partners
Jen	7:30pm	Parents
Paula	7:30pm	Partners
<b>FRIDAY</b>		
Laura S	10:00am	Partners
Tracey	12:30pm	Recovery Group
Joe	6:00pm	Recovery Group
<b>SATURDAY</b>		
Will	8:30am	Recovery Group
<b>SUNDAY (ONCE A FORTNIGHT)</b>		
Tracey/Beth	7:00pm	Women's Recovery Group

# Emotional and Physical Needs

***The Suffolk Mind Mental Health Toolkit*** allows us to have structured and meaningful discussions about well-being and mental health

**STAGE 2**

**G R A 5 P**  
Five Stage GooPan Recovery & Support Programme

**Suffolk Mind Your Needs Met®**

**Emotional Needs**

**SECURITY** - means feeling safe in the place that we live, or study. When we feel safe, we think more clearly and calmly and we are better able to cope with change. When we feel unsafe, we can become very stressed and find it difficult to think clearly about meeting other needs.

**CONTROL** - to meet the need for control we need to have a bit of control in our lives. As we grow, we learn how to have control choices. A healthy way to meet that need for control is to take personal responsibility for what we can influence; when accepting that there are some things we can't control.

**ATTENTION** - is a form of motivation - important and has a lot to do with it. As we grow, we learn how to have attention - to give and receive it. By sharing positive attention, people, families and communities grow and become healthier.

**EMOTIONAL CONNECTION** - means having a relationship; where we are accepted by another person in a way which lets us be ourselves.

**COMMUNITY** - and feeling that we are connected to both other people and the wider society, is vital for emotional health and wellbeing. We are social beings and need to belong to groups in which we are valued.

**STATUS** - is a form of motivation - important and has a lot to do with it. As we grow, we learn how to have status - to be valued by others - friends, colleagues, peers and the wider world - helps us to understand our role within the community.

**PRIVACY** - we also need to have privacy and enough space and time to reflect and learn from past experiences.

**ACHIEVEMENT** - is the need for community, because to be valued by others - friends, colleagues, peers and the wider world - helps us to understand our role within the community.

**MEANING & PURPOSE** - Having a sense of meaning and purpose allows us to cope with suffering and keep going when life becomes difficult and stressful. We meet the need for meaning and purpose in our lives emotionally and physically in one or more of three ways - learning new mental or physical skills; helping and supporting others or having a sense we are connected to something larger than ourselves.

**Movement**

**FOOD & DRINK**

**SLEEP**

**mind Suffolk**



Taken from The Suffolk Minds *The Mental Health Toolkit* model which is based on the *Human Givens Institute Emotional Needs Audit*

To be emotionally healthy we need to have our emotional needs met in a balanced way just as we do our physical health

**Physical Needs** – sleep, food & drink, movement

**Emotional Needs** – security, control, attention, emotional connection, community, status, privacy, achievement, meaning & purpose

# GRA5P

## Resources

### Control



**Definition of Control:** the power to influence or direct people's behaviour of the course of events

**Similar words:**  
\*restriction \*restraint \*leadership \*guidance \*direction

- To meet the need for **Control** we need to feel that we have some say over our lives and personal choices
- A healthy way to meet that need for **Control** is to take personal responsibility for what we can influence, while accepting that there are some things we cannot **Control**.

**Link to other Needs:**  
Privacy      Achievement



Is your emotional need for **Control** fully met/partially met/not met?  
What might you do to help improve this?

### Meaning & Purpose



**Definition of Meaning & Purpose:** how we make sense of our lives and the roles we play in it, with aspirations for the future

**Similar words:**  
\*motivation \*fulfilment \*existence \*ambition \*destination

- Having a sense of **Meaning & Purpose** allows us to cope with suffering and keep going when life becomes difficult and stressful. We meet the need for **Meaning & Purpose** by being stretched mentally and physically in one or more of these ways:
- Learning new mental or physical skills such as studying a language, an academic subject, obtaining a profession, or practising a sport or craft.
- Helping others through commitment to a cause, family, friends or in a team, running a business or volunteering.
- Having a sense that we are connected to something larger than ourselves, which we have a duty to serve. This might be meeting a spiritual, religious, political or social cause, but to some people it may take the form of a philosophical or spiritual quest for scientific or experimental truth.

**Link to other Needs:**  
Attention      Status      Community      Achievement



Is your emotional need for **Meaning & Purpose** fully met/partially met/not met?  
What might you do to help improve this?



**G**

#### Comparing our lives to 'then' and 'now'

Can you think of an example from a time when your loved one was gambling/when you first found out, where you didn't feel you had the **Control** you needed? Or now do you feel you have too much **Control** and it is impacting you? What have you done to change the amount of **Control** you have?

It's important to remember there will always be things in our lives outside of our **Control**. Try to focus instead on the healthy things you can have influence over.

**TIPS**

-Try out something new to focus on - a different genre of book or style of cooking. It can be really hard to not want to micro-manage everything our loved one does to ensure they stay on track with their **recovery**, but allowing them that space and put trust in the recovery process can help you both meet the relevant Need for **Control**. -Have a spring clean of your home; overhaul anything you no longer need.

**Definition of Control:** the power to influence or direct people's behaviour of the course of events

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**G**

#### Gratitude



**Quote:**  
"You don't have to control your thoughts. You just have to stop letting them control you."  
  
"You cannot control what happens to you, but you can control your attitude towards what happens to you."

"Incredible changes happen in your life when you take control of what you do have power over, instead of craving control of what you don't."

**TIPS**

-Try out something new to focus on - a different genre of book or style of cooking. It can be really hard to not want to micro-manage everything our loved one does to ensure they stay on track with their **recovery**, but allowing them that space and put trust in the recovery process can help you both meet the relevant Need for **Control**. -Have a spring clean of your home; overhaul anything you no longer need.

**Definition of gratitude:**  
The quality of being thankful; readiness to show a strong appreciation for and to return kindness. It can also be an action of returning a favour of help, not just a token sentiment.

Gratitude is good for our mental and physical health, and it may be an essential ingredient in happiness.

**Opposite of gratitude:**

Disregard, thoughtlessness, criticism, ungrateful

It's a funny thing about life, once you begin to take note of the things you are grateful for, you begin to lose sight of the things that you lack. Huge moments such as dealing with a gambling disorder can also help put things much more into perspective. Material objects and things that are 'wants' rather than 'needs' or 'essentials' become clearer too.

The act of showing gratitude has been found to positively influence not just relationships, but one's own emotional status. Even the smallest of acts can have such an impact on someone else's, or your own day.

Creating a daily or weekly gratitude list can have a huge impact on changing your perspective for the positive. For example, you might jot down three small simple things you were grateful for that day, e.g. a person stopping to allow you to cross the road or someone letting you go first in a queue. It could also be an opportunity for a positive discussion with your loved one, to give you a different focus, especially if you feel that all you are talking about is gambling issues, or that you are walking on eggshells. Giving a small acknowledgement of something they have done, that maybe they didn't even realise, can be huge too. E.g. "I really needed that cup of tea, it was so nice that you made it for me when I came in."

Positivity breeds positivity.

**G**

#### GamFam Resentment

**Definition of resentment:**  
Bitterness and resentment will only hurt one person, and it's not the person we are resenting ... it's us.

Gambling is a family disease. One person may be addicted but the whole family suffers.

Resentment keeps us stuck and creates a self-inflicted wound that only that only responsibility and forgiveness will heal.

You might even be able to pick out multiple specific times of when they have stolen or been disrespectful.

You might reflect and look back at the beginning of this journey and realise all the things you were resentful about were to do with money for example. Of course, it is natural for feelings of resentment to occur at the beginning. But as with condemnation and pessimism, if you continue with this cycle of resentment, nobody will ever make any progress or be able to move on from this. If your loved one is trying hard to work with support and make the right choices moving forward, if they are still being reminded of all of their wrongdoings and being met with resentment, it will highly likely hinder their (and your) chances of recovery and an improvement in life.

**Opposite of resentment:**  
Contentment, happiness, thankfulness, kindness

**G**

#### GamFam Letting Go

**Definition of letting go:**  
In the process of letting go you will lose many things from the past but you will find yourself.

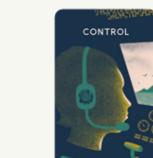
Happiness is letting go of what you think your life is supposed to look like and celebrating it for everything that it is. Letting go doesn't mean we care any less or you stop caring. It means you stop trying to force others to.

**Opposite of letting go:**  
Refusing to move on, gripping on, resistance, repressing, stuck in a rut, groundhog day

**The links with:** Suffolk Mind Emotional Need for Control (Stage 2)

To meet the need for **Control** we need to feel that we have some say over our lives and personal choices.

A healthy way to meet that need for **Control** is to take personal responsibility for what we can influence, while accepting that there are some things we cannot **Control**. Again, this links with putting our trust into others or processes instead.



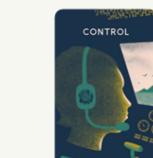
**Definition of letting go:**  
To stop thinking about or being angry about the past or something that happened previously. Being able to move on without coming back to that same point from the past.

**Opposite of letting go:**  
Refusing to move on, gripping on, resistance, repressing, stuck in a rut, groundhog day

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Is your emotional need for **Meaning & Purpose** fully met/partially met/not met?  
What might you do to help improve this?



**G**



Caron Hume MFT

© 2018

# Other Support ...

**GamFam**  
**CARE & CONNECT**  
**SESSIONS** 

Our Care and Connect sessions offer support to any Affected Others who might need some extra time in sharing their thoughts and feelings to somebody who has Lived Experience of gambling harms.

1-2-1 slots will be available with Esme between 9am - 12pm on Wednesdays, to offer a safe space for you to talk, in a supportive and non-judgemental environment. If you feel you need that little bit of extra support; maybe you are waiting for a referral for counselling or just want to talk to someone outside of your group, then these sessions may be suitable for you.

Our 1-2-1 Lived Experience sessions are there for additional support only and not intended to replace any counselling sessions that you may have with other providers.

1-2-1 slot with GamFam Facilitator Esme  
45 min  
9am - 12pm on Wednesdays

If you would like to speak to Esme via a Zoom chat (cameras on or off is fine), then [please contact Esme via email](mailto:esme@gamfam.org.uk) - [esme@gamfam.org.uk](mailto:esme@gamfam.org.uk)

Calls can last up to 45 minutes, to allow for other group members to have their sessions too. If all slots are taken for the week, we will try to give you priority for the following week.

# GamFam SMART Start



**WhatsApp**

**GamFam**  
MUNDESLEY, NORFOLK



**SELF-CARE RETREAT  
FOR Affected OTHERS**

Discover how self-care can support your health and well-being on your recovery journey.

**GamFam**

**AFFECTED OTHERS  
MONTHLY JOINT  
TOPIC DISCUSSION  
MEETING**

19 Dec 2024  
7:30 - 9:00pm

This month guest hosted by **Dan R** 

**TOPIC: Focus on ADHD**

Zoom link/log-in details will be posted into the GamFam WhatsApp groups

**GamFam**

**MONTHLY  
COFFEE MORNING  
DROP-IN**

**ZOOM CALL WITH LAURA**



**MONDAY 15<sup>TH</sup> SEPTEMBER**  
10:00AM - 11:00AM

Drop in for a relaxed chat, ask any questions, meet new members and connect with others.

Zoom link/log-in details will be posted into the GamFam WhatsApp groups

**CELEBRATION DAY**



**Saturday  
27th September 2025**

9:30am - 4:30pm



Mary Ward House,  
London, WC1H 9SN

# The Power of Peer Support



- We currently run **26** Peer Support groups
- We now also run two Women's Recovery groups plus a Siblings, Sons & Daughters group
- We have now held **2800 online** Peer Support meetings
- **300+** people get regular support with us ...1200+ referrals
- We carry out a **quarterly survey of our active members** through the Suffolk Mind ENA (our wellbeing measure)
- We complete **3 monthly check-ins** for all non-active members
- We hold regular **joint meetings**
- We contact all enquiries within 24 hours (usually a lot less) and provide access to a group within a week – **we do not have a waiting list**
- We produce a monthly **newsletter**
- We have developed and deliver CPD accredited facilitator training, and all our **facilitators have previously accessed support with GamFam**

# The Power of Peer Support



- We have a robust system in place for receiving/making referrals for our members
- We meet with all the NHS gambling services on a regular basis and take referrals from a variety of sources – mainly NHS services and our website
- In March 2025 we held our yearly online Celebration Meeting (87 screens, 110+ in attendance)
- In September 2025 we held our third annual in person Celebration Event in London
- Next year we are introducing our regional face to face meet ups through the GamFam Roadshow – we have already started preliminary discussions with some of the NHS clinics
- We recently launched the GamFam Supportal and the GamFam SMART Start in September
- We hosted our first ever Affected Others Wellbeing Retreat in October

# Opportunities



We strongly believe that:

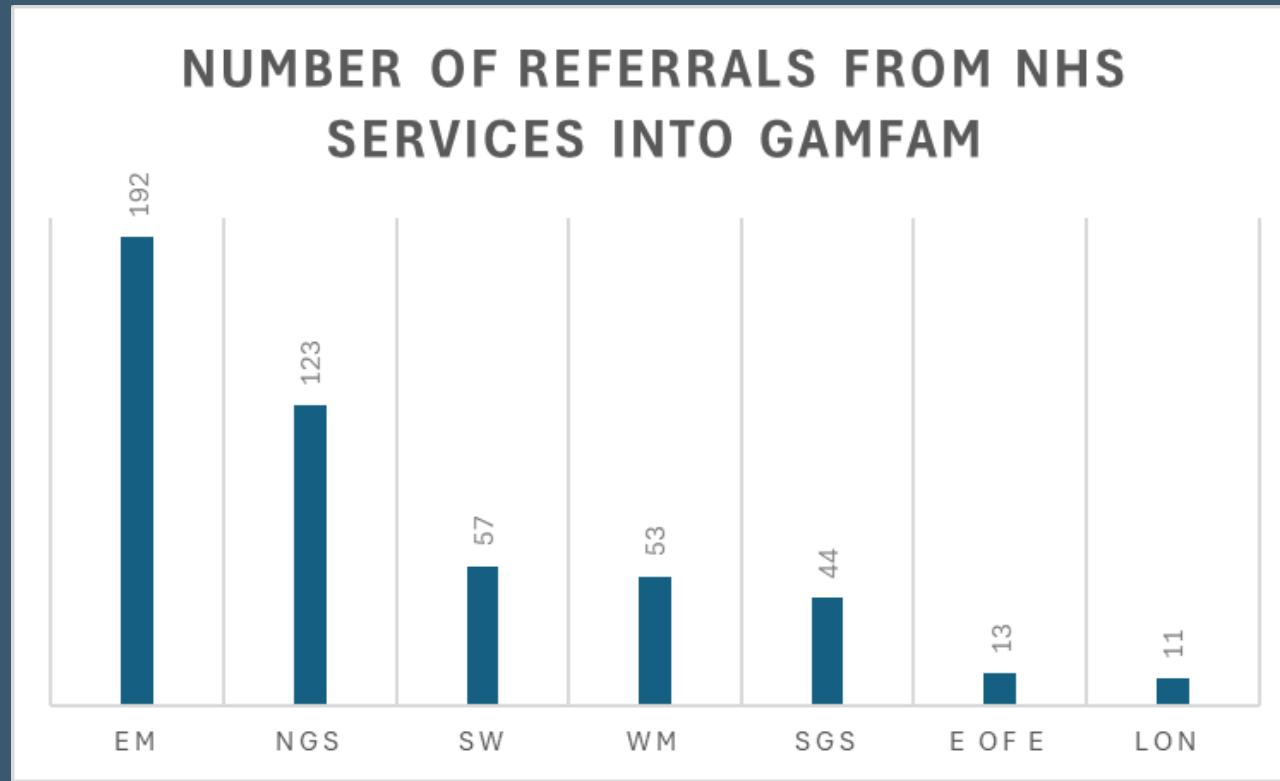
- Peer Support and Clinical Support **are not mutually exclusive**. We believe there is an opportunity where both services can co-exist
- Peer Support can **complement** the evidence-based NHS clinical support (and vice-versa)
- Improved **step up/step down** working to help people sustain their recovery
- It's a **two-way process**, we want our members to have access to NHS clinical support
- Peer Support can allow people **to access support immediately** whilst we wait for assessments or if there is a waiting list (*we have no waiting lists*)
- Access to peer support **earlier**, rather than at the end of treatment
- Ensure **affected others** are part of the recovery plan from the outset
- If we can **also support family members** as well as the person in recovery, we believe there is an improved chance of someone **sustaining their recovery** (secondary referrals)
- **Together we can support more people**

# Plans for 2026



- Next year we are introducing our regional face to face meet ups through the GamFam Roadshow
- We are currently updating our GRASP programmes for both Recovery and Affected Others and will be launching the new GRASP 10
- We will be developing the GamFam SMART Start and the GamFam Supportal which we launched with our members at our Celebration Day
- We plan to hold more Affected Others Wellbeing Retreats at other locations throughout the UK
- Develop our KS2/3 programme beyond the pilot and into other regions
- Launch GamFam North and develop our Workplace Wellbeing programme

# NHS Referrals into GamFam



- We have received a total of 493 NHSE associated referrals into GamFam (31/10/25)
- 20% Affected Others, 80% Recovery (*opportunity to support affected others*)



## Some Feedback

- *"Because the level of support and knowledge provided by GamFam is second to none, at a time when your world is falling apart."*
- *"I'm not sure where I'd be without it, probably very unwell. If I can help anyone else in the same situation as I've been in, then GamFam is definitely the best direction to point anybody else that's struggling."*
- *"Because without the support, information, understanding, knowledge, advice etc that has been supplied by GamFam we will be struggling 100 times more than we are at the moment."*
- *"I have lived experience of how awful a gambling situation is. I know how fantastic the advice is from GamFam. There are no words to describe how much we appreciate the help we've had."*
- ***"Because the help and support that we as a family have received has been life changing."***
- *"No matter how bad an experience you think you are having, you realise that others are going through similar experiences and therefore feel less alone."*

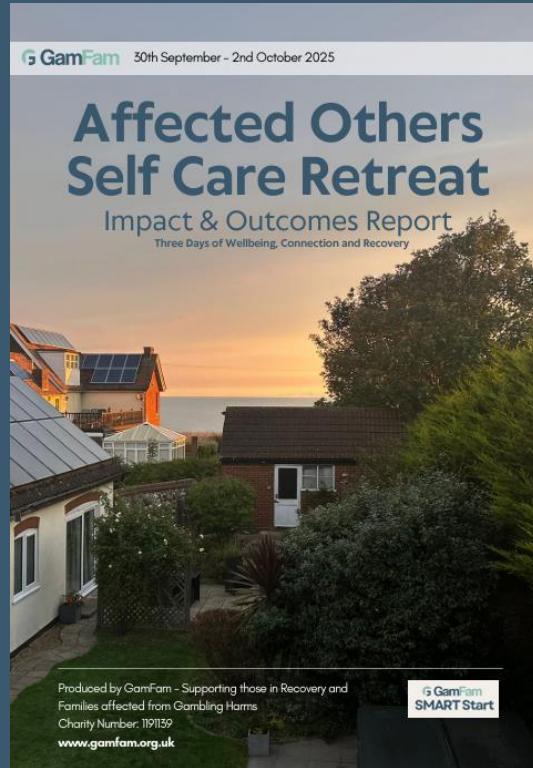
# GamFam Impact Reports



## KS2 and KS3 Online, Gaming and Gambling Harms Workshop Report

Charity Number: 1191159

[www.gamfam.org.uk](http://www.gamfam.org.uk)



*"I am truly grateful to have been part of this amazing opportunity to heal and improve my wellbeing"*



# Impact & Evaluation Reports



## Feedback Report

[www.gamfam.org.uk](http://www.gamfam.org.uk)  
[www.northerngamblingservice.nhs.uk](http://www.northerngamblingservice.nhs.uk)

[www.gamfam.org.uk](http://www.gamfam.org.uk)  
[www.eastmidlandsgambling.nhs.uk](http://www.eastmidlandsgambling.nhs.uk)

*Our Net Promoter Score (NPS) is 92% based on over 350+ responses (according to Survey Monkey the average NPS is 32%, any score over 70% is considered outstanding)*

# Making a referral to GamFam



# GamFam

HOME FOR THE FAMILY ▾ FOR THE GAMBLER ▾ FOR PARENTS ▾ OUR PROJECTS ▾ USEFUL INFORMATION ▾ ABOUT US ▾

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## Self-Referral

If you wish to make a referral for yourself for one of our Peer Support groups, please provide some details below in our referral form, and we will aim to contact you within 24 hours.

Please click on the button below to take you to the online referral form.

## Professional Referral

If you wish to make a referral on behalf of somebody else from another organisation, please provide some details below in our referral form, and we will aim to contact them within 24 hours.

Please click on the button below to take you to the professional online referral form.

# Making a referral to GamFam

## WHAT WILL HAPPEN WHEN I'M REFERRED INTO GAMFAM?

### RECOVERY

GamFam are a registered charity who provide peer support via online Zoom meetings. We understand that sometimes it's easier to talk to others who have been affected by gambling. At GamFam, we provide a safe space for you to share with, and listen to, others who have been through similar experiences. At the heart of GamFam is compassion, empathy, understanding and togetherness.

### REFERRALS INTO GAMFAM

**1 WhatsApp Message**  
Upon referral to GamFam you will receive a WhatsApp notification from Will or Tracey. This will have onboarding instructions, and general info about meeting times, some introductory videos and more info about how our meetings are run. If you are not using WhatsApp - you can expect this information via email.

**2 Phone Call**  
All referrals are given the opportunity to have a phone call. You may have questions about our support, or just want to chat to someone before accessing our meetings. If you don't wish to have this call - that's also ok.

**3 WhatsApp Recovery Group**  
Once onboarded - you will be added to our WhatsApp group, where Zoom meeting links are posted 24 hours before a meeting. Again, if you don't use WhatsApp - we can provide meeting links via another way. Women will also have access to a women's only WhatsApp group and meetings.

**4 Meetings**  
Once you have access to our meetings, you can attend as many as you'd like. This is your recovery and your commitment.

 Will is Recovery Project Manager at GamFam and in recovery from a gambling addiction. Will also facilitates three groups throughout the week, including two women's only meetings.

 Tracey is the Women's Recovery Lead at GamFam and in recovery from a gambling addiction. Tracey facilitates three groups throughout the week, including two women's only meetings.

[www.gamfam.org.uk](http://www.gamfam.org.uk) [info@gamfam.org.uk](mailto:info@gamfam.org.uk)

## WHAT WILL HAPPEN WHEN I'M REFERRED INTO GAMFAM?

### PARTNERS

GamFam are a registered charity who provide peer support via online Zoom meetings. We understand that sometimes it's easier to talk to others who have been affected by gambling. At GamFam, we provide a safe space for you to share with, and listen to, others who have been through similar experiences. At the heart of GamFam is compassion, empathy, understanding and togetherness.

### REFERRALS INTO GAMFAM

**1 WhatsApp Message**  
Partners referred through to GamFam will receive a WhatsApp notification from Laura. This will have onboarding instructions, along with general info about our meetings and introductory videos.

**2 Phone Call**  
All referrals are given the opportunity to have a chat with Laura. You may have questions about our support, or just want to chat to someone before accessing our meetings.

**3 WhatsApp Recovery Group**  
Once onboarded - you will be assigned to a meeting group and the relevant WhatsApp group. Again, if you don't use WhatsApp - we can provide meeting links via another way.

**4 Meetings**  
Once you have access, you can attend the weekly meeting on Zoom.

 Laura is Affected Others Lead and a facilitator at GamFam, whose partner is in recovery from a gambling addiction.

[www.gamfam.org.uk](http://www.gamfam.org.uk) [info@gamfam.org.uk](mailto:info@gamfam.org.uk)

## WHAT WILL HAPPEN WHEN I'M REFERRED INTO GAMFAM?

### PARENTS

GamFam are a registered charity who provide peer support via online Zoom meetings. We understand that sometimes it's easier to talk to others who have been affected by gambling. At GamFam, we provide a safe space for you to share with, and listen to, others who have been through similar experiences. At the heart of GamFam is compassion, empathy, understanding and togetherness.

### REFERRALS INTO GAMFAM

**1 WhatsApp Message**  
Parents referred through to GamFam will receive a WhatsApp notification from Steve. This will have onboarding instructions, along with general info about GamFam and some introductory videos.

**2 Phone Call**  
If you are not using WhatsApp - you can expect this information via email.

**3 WhatsApp Recovery Group**  
Once onboarded - you will be assigned to one of our groups and relevant WhatsApp group. Again, if you don't use WhatsApp, we can provide meeting links via another way.

**4 Meetings**  
Steve is an affected other and founder of GamFam. Steve facilitates meetings for parents.

 Steve is an affected other and founder of GamFam. Steve facilitates meetings for parents.

[www.gamfam.org.uk](http://www.gamfam.org.uk) [info@gamfam.org.uk](mailto:info@gamfam.org.uk)

## WHAT WILL HAPPEN WHEN I'M REFERRED INTO GAMFAM?

### SIBLINGS

GamFam are a registered charity who provide peer support via online Zoom meetings. We understand that sometimes it's easier to talk to others who have been affected by gambling. At GamFam, we provide a safe space for you to share with, and listen to, others who have been through similar experiences. At the heart of GamFam is compassion, empathy, understanding and togetherness.

### REFERRALS INTO GAMFAM

**1 WhatsApp Message**  
Siblings referred through to GamFam will receive a WhatsApp notification from Beth. A call can then be arranged with Beth.

**2 Phone Call**  
If you are not using WhatsApp - you can expect an email or text message.

**3 WhatsApp Recovery Group**  
Once onboarded - you will be added to the sibling WhatsApp group, where meeting links will be posted. Again, if you don't use WhatsApp - we can provide meeting links via another way.

**4 Meetings**  
Once you have access, you can attend the weekly meeting on Zoom.

 Beth is an affected other and Operations Manager at GamFam.

[www.gamfam.org.uk](http://www.gamfam.org.uk) [info@gamfam.org.uk](mailto:info@gamfam.org.uk)

# Next Steps

[www.gamfam.org.uk](http://www.gamfam.org.uk)



HOME FOR THE FAMILY ▾ FOR THE GAMBLER ▾ FOR PARENTS ▾ OUR PROJECTS ▾ USEFUL INFORMATION ▾ ABOUT US ▾ ☰

Welcome message from Steve,  
Founder



Welcome message from Dean,  
Recovery Lead



# GRA5P

**mind** | Suffolk Mind  
for better mental health



## And finally...

- If you would like any further information, please visit [www.gamfam.org.uk](http://www.gamfam.org.uk) or e-mail [info@gamfam.org.uk](mailto:info@gamfam.org.uk) or [steve@gamfam.org.uk](mailto:steve@gamfam.org.uk)
- Please do sign up to our newsletter – email [beth@gamfam.org.uk](mailto:beth@gamfam.org.uk)
- Follow us on social media @GamFamCharity

