



## Welcome and Introduction



# 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 to 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**

4.7

**Average understanding of gaming and gambling harms after the presentation**

8.7

**Session Overview:**

- The addictive nature of gaming
- How online data harvesting influences gambling adverts
- The links between gaming and gambling
- Recognising the signs that someone may have a gaming and gambling addiction
- Next steps

Our FREE accredited Information and Awareness workshop has been designed and developed by Laura Gaggus - 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)

### Gaming and Gambling Harms Information & Awareness Sessions

At GamFam we deliver CPD accredited Information and Awareness sessions to help understand gaming and gambling related harms and the impact on health and wellbeing.

We can also visit schools, colleges, universities and workplaces to deliver our sessions for free.

**Session Overview:**

- What is gambling and where can gambling harms start?
- The links between gaming and gambling
- How gambling has changed
- Practical advice, resources and advice
- Next steps

**Online sessions run Monday lunchtimes**

From 1:00pm - 2:30pm online on Zoom

**FREE TO REGISTER**

<https://shorturl.at/bicxst>

Find more information at [www.gamfam.org.uk](http://www.gamfam.org.uk)

Charity Commission for England and Wales

Contact us at [info@gamfam.org.uk](mailto:info@gamfam.org.uk)

### PREPARING FOR 18 Are You Worried About Your Child's Gaming or Gambling?

Gambling addiction is often described to 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 stopped the use of simulated online gaming before gaming starts to look like gambling were more likely to gamble later on in life. Almost half a million children in England and Wales are gambling regularly with an estimated 10,000 children aged 10 to 16 in the UK addicted to gambling with a further 80,000 at risk.

The digital world that we live in can be a minefield for families. The sign in which children 'game' now is completely different to how modern day gambling would have appeared. The 'monetisation' of gaming is at the forefront of research and there are increasing concerns surrounding online gaming 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
- Spending money without parental permission
- Moody, aggressive and argumentative behaviour
- Change in attitude to school
- The usual 'down out' syndrome, looking ill, loss of weight and not taking pride in appearance
- Compulsive eating and not eating healthily
- Resistance and defiance to any attempt to set a curfew or limit on screen time
- Recurring disagreements with family life
- Behavioural changes
- Interference with schoolwork

**10 things to do - Preparing for 18**

If you are able to recognise the early warning signs associated with both gaming and gambling addictions, then it is not too late to put barriers and preventative measures in place. These financial decisions made when turning 18 can potentially help in breaking the changing landscape for gamblers.

There is no reason an education fee but just some strategies that could ensure a potential addiction does not develop.

- Research the signs:** - Do your research. Find out what types of games your child is playing. Research game content, gambling sites, etc.
- Barriers in place:** - Set up parental controls on all devices (including phones). Visit the 'Partnership with Parents' section at [www.gamfam.org.uk](http://www.gamfam.org.uk). Register with GamFam and install GamFam on all devices.
- Self-exclusion schemes:** - Register with the various self-exclusion schemes for high street betting, casino shops (multiple areas), casinos and bingo venues. Visit the 'Useful Links' section at [www.gamfam.org.uk](http://www.gamfam.org.uk) for further details.
- 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 banks, credit cards and loan companies.
- Social media:** - Monitor activity on social media as this may give early indications of the type of activity your child is involved in and what they are doing.
- Visit the GP:** - Although both gaming/gambling addictions are now recognised as mental disorders some doctors may not have expertise in these areas. Families can self refer to NHS Gaming and Gambling Clinics. Find out about counselling in the area they are in.
- Get support:** - Attend a GamFam Anonymous (GA) or GamFam (for the family) meeting. Visit the 'Useful Links' section at [www.gamfam.org.uk](http://www.gamfam.org.uk) for further details.
- 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 fund on line gaming without your permission.

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

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### OFF TO UNIVERSITY Recognising the Signs

Recognising the early warning signs and putting barriers in place is the key to supporting a **younger 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 line and isolated behaviour (this can be monitored by setting up parental controls on all devices).
- Spending excessive money online:** - Monitor on line banking transactions.
- Change in attitude:** - Moody, aggressive and argumentative behaviour (noticeable during phone calls and visits home).
- The Look:** - Dried out, greyness, 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 post delivered to the home.
- Reduced visits home:** - Not visiting home as much and generally becoming disinterested with family life.
- Setting possessions:** - Things of high value such as mobile phones, laptops and other electrical equipment.
- Frequent class absences:** - Noticeable absences from lectures and falling behind with assignments.
- Dishevelled:** - This could include starting to feel ill and in the more extreme cases even 'stealing' things.

**10 TOP TIPS FOR PARENTS**

**Financial controls:** - Open a bank account that has gambling blocks enabled and have shared access. Ensure student loan money is paid into a parental account.

**Reserve the expert:** - Visit the 'Useful Links' page at [www.gamfam.org.uk](http://www.gamfam.org.uk) and do some research. Establish a link at the University and speak to the welfare officer and ask about provisions to lecture. Make an effort to visit more if possible.

**Put barriers in place:** - Set up parental controls on all devices (including phones). Visit the 'Partnership with Parents' section at [www.gamfam.org.uk](http://www.gamfam.org.uk). Register with GamFam and install GamFam on all devices.

**Self-exclusion schemes:** - Register with the various self-exclusion schemes for high street betting, casino shops (multiple areas), casinos and bingo venues. Visit the 'Useful Links' section at [www.gamfam.org.uk](http://www.gamfam.org.uk) for further details.

**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 banks, credit cards and loan companies.

**Social media:** - Monitor activity on social media as this may give early indications of the type of activity your child is involved in and what they are doing.

**Visit the GP:** - Although both gaming/gambling addictions are now recognised as mental disorders some doctors may not have expertise in these areas. Families can self refer to NHS Gaming and Gambling Clinics. Find out about counselling in the area they are in.

**Get support:** - Attend a GamFam Anonymous (GA) or GamFam (for the family) meeting. Visit the 'Useful Links' section at [www.gamfam.org.uk](http://www.gamfam.org.uk) for further details.

**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 fund on line gaming without your permission.

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# GRA5P

### GRA5P

Five Steps GamFam Recovery & Support Programme

**GRA5P**

A systematic 5-stage approach to helping your family work towards recovery

1. Understanding the Problem
2. Your Role and Recovery
3. Supporting the Family Member
4. Recovery and Reflection
5. Moving Forward

### GRA5P

Five Steps GamFam Recovery & Support Programme

**GRA5P**

A systematic 5-stage approach to help you work towards recovery

1. Understanding and accepting the Problem
2. Personal Goals and Development
3. The Role of the Family
4. Recovery and Reflection
5. Moving Forward and Supporting Others

# Our Peer Support Programmes

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

# Emotional and Physical Needs

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



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**.

**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?

**Quotes:**

"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."

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.

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?

GRA5P

### 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

**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 felt your Meaning & Purpose was affected, low or non-existent? What repercussions did this have on your life?  
What has changed recently to improve your Meaning & Purpose within your own life? Is there anything you would suggest to help meet this Need?

**Quotes:**

"Connection gives meaning and purpose to our lives."

"Purpose is what gives life meaning."

"Find your purpose. Define it and make it the core of what drives you."

Having a Purpose is what gets us out of bed each morning and to get on with our day; Meaning is what keeps us going.

**TIPS**

-Try volunteering or working with people who need further support.  
-Making valuable contributions within your Peer Support group in GamFam helps meet this Need!  
-Connect with local community groups – you could end up meeting people close to you and form new friendships, which will then help meet other Needs.

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?

GRA5P



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### Gratitude



Gratitude is when you focus on what you have rather than what you don't. Gratitude is the antidote to bitterness and resentment.

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

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.

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### 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

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### 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.

**Opposite of gratitude:**

Disregard, thoughtlessness, criticism, ungrateful

Showing gratitude can also be reflecting back on your journey so far and realising the changes that you've made, the processes you've been through etc.

Ingratitude is the failure to both acknowledge receiving a favour and refusing to return or repay the favour. If we fail to show gratitude, by default we choose ingratitude. Millions make this choice every day.

GamFam

**Definition of resentment:**  
A feeling of anger because you have been forced to accept something that you do not like. Resentment is anger directed at others for what they did or did not do.

**What might you resent your loved one for?**

- How they made other family members feel (including yourself)
- How they nearly destroyed our family
- That you had to keep bailing them out
- That you could not control their behaviour over the gambling
- Not respecting you or your home
- Stealing money from your jacket pocket, their siblings, money people gave to others
- Stealing money from yours or others' credit card
- Scamming people online
- Not recognising the value of the jobs they have had, or being fired from them
- Being unkind to others
- Selling yours/their possessions
- For being rude
- For being untidy
- For being disrespectful
- For making you feel compromised as a parent
- For making you feel like a terrible parent/partner
- For making you feel like you need to make excuses for them/their behaviour
- For having no thought for others
- For lying
- For always taking your things without asking
- For making you angry
- For making you behave/react in a way you are not proud of

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### 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.

### "What's done is done" - Stage 2

Maybe you have to let go of who you were to become the person who you will be – learning to reframe our thoughts into a different perspective.

Letting go of the panic and worry – not living life on the cliff edge.

Letting go of **RESENTMENT** (or whatever you decide) – **recognising gambling is a mental health disorder - separating our loved one from the gambling.**

Recognising what's in my control and what's outside of my control – "The Circle of Control."

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**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.

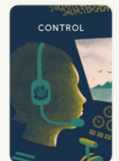
**Opposite of letting go:**

Refusing to move on, gripping on, resistance, repressing, stuck in a rut, groundhog day

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.



# Other Support ...



## 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.

45 min

1-2-1 slot with GamFam Facilitator Esme

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 - [esmesgamfam.org.uk](mailto:esmesgamfam.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 supportal

# GamFam SMART Start



## 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

# CELEBRATION DAY

\*\*\*\* Saturday 27th September 2025 \*\*\*\*

9:30am - 4:30pm

Mary Ward House, London, WC1H 9SN





MUNDESLEY, NORFOLK

## SELF-CARE RETREAT FOR AFFECTED OTHERS

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



## 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

# 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:

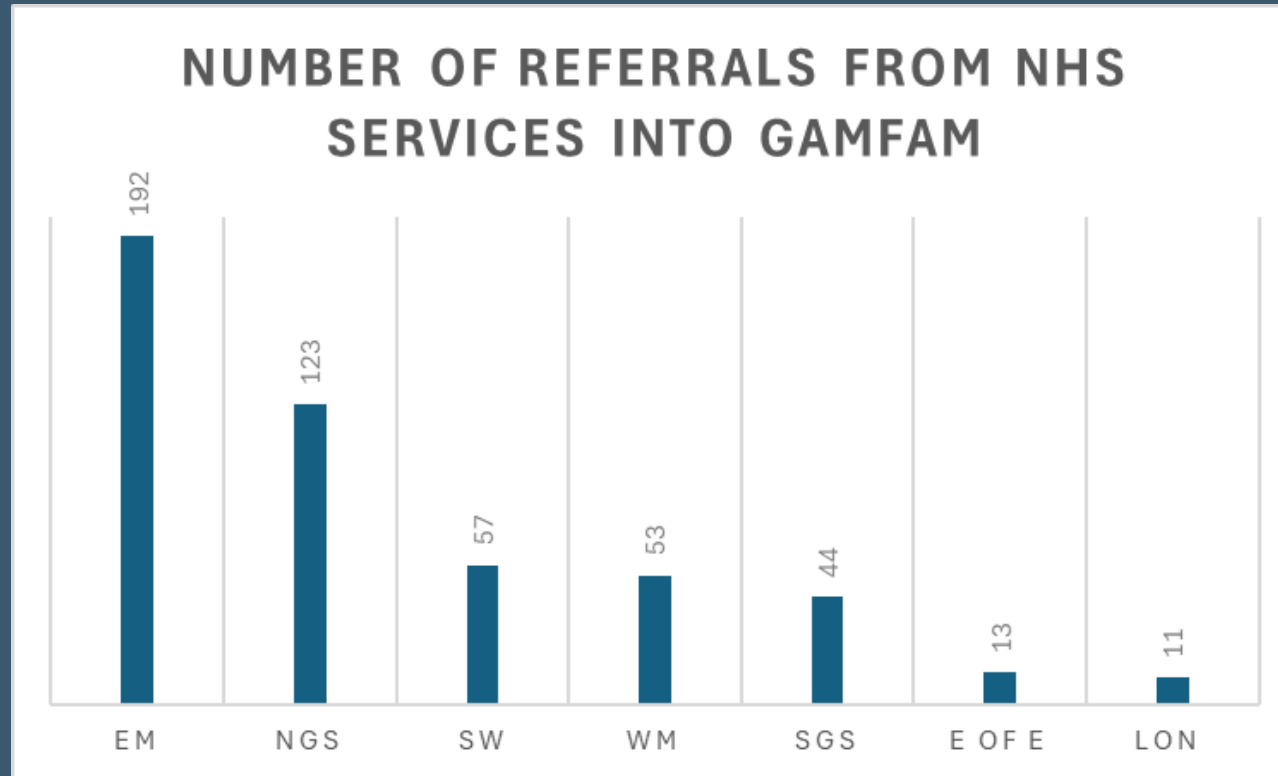
- Peer Support and Clinical Support **are not mutually exclusive**. We believe there is an opportunity where both services can co-exist
- Peer Support can **complement** the evidence-based NHS clinical support (and vice-versa)
- Improved **step up/step down** working to help people sustain their recovery
- 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*)

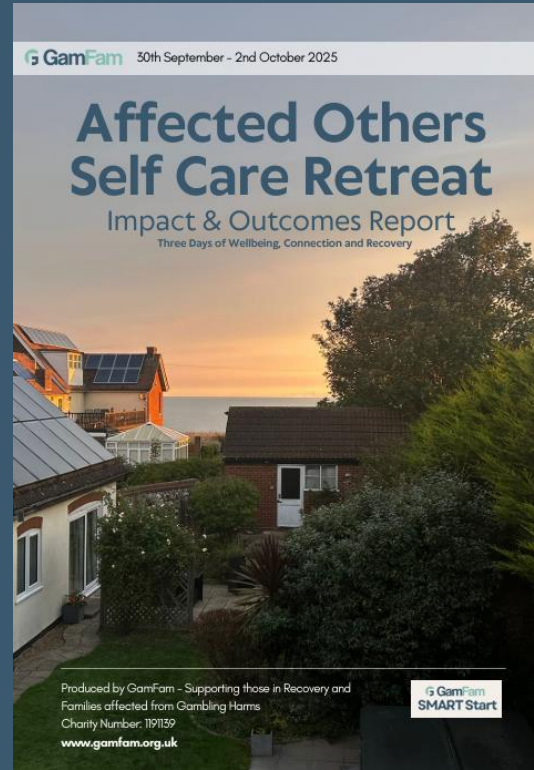
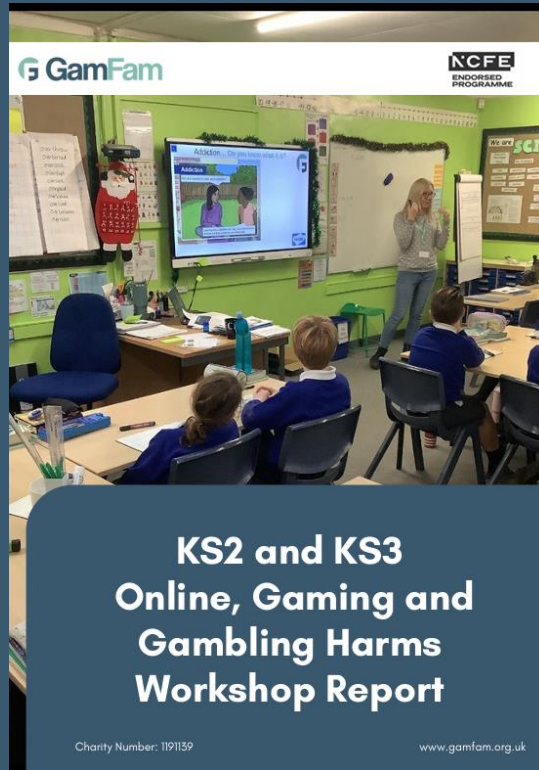


## Some Feedback

- *"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."*

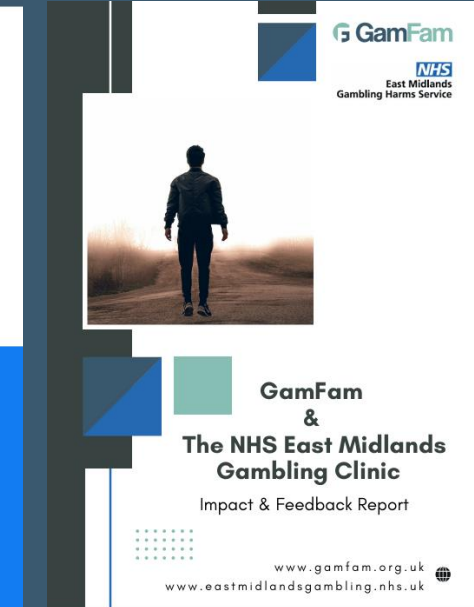
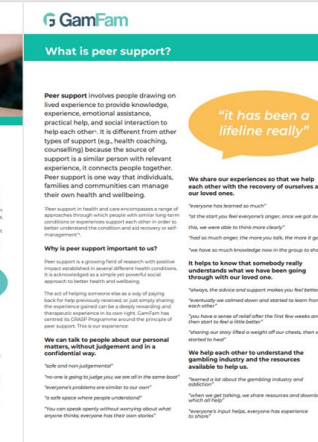


# GamFam Impact Reports



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

# Impact & Evaluation Reports



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



[HOME](#) [FOR THE FAMILY](#) [FOR THE GAMBLER](#) [FOR PARENTS](#) [OUR PROJECTS](#) [USEFUL INFORMATION](#) [ABOUT US](#) [🔍](#)

## 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.

[GamFam Self-Referral Form](#)

[DONATE](#)

## 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.

[GamFam Professional 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 the Saturday morning recovery meeting.



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



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## 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.

If you are not using WhatsApp - you can expect this information via email.



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

### 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.

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

### PARENTS

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## 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.

If you are not using WhatsApp - you can expect this information via email.

### 2 Phone Call

Steve will arrange a call at a time convenient for you and run through GamFam's service.

### 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.



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

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## 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.

If you are not using WhatsApp - you can expect an email or text message.



Beth is an affected other and Operations Manager at GamFam.

### 2 Phone Call

Beth will use the phone call to have a chat and give you details about joining our group support meetings.

### 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.

[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



## 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)
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