

Supporting people with gambling problems to seek help and recover: guidelines for the public

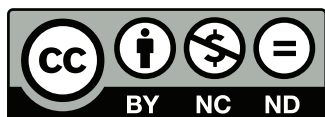
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Mental Health First Aid Australia

October 2015



Victorian
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Gambling
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This project was funded through the Grants for Clinical Research on Gambling Program.

For information on the Victorian Responsible Gambling Foundation Research Program visit responsiblegambling.vic.gov.au.

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To cite this report:

Bond, K., Jorm, A., Miller, H., Rodda, S., Reavley, N., Kelly, C., Kitchener, B. (2015). *Supporting people with gambling problems to seek help and recover: guidelines for the public*. Victoria, Australia: Victorian Responsible Gambling Foundation.

Conflict of interest declaration:

The authors declares no conflict of interest in relation to this report or project.

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Acknowledgements

We would like to thank the Victorian Responsible Gambling Foundation for the grant that made this project possible. We also wish to express our gratitude to the expert panel members who gave a significant amount of their time to share their experience and knowledge with us.

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Executive summary

Gambling, while an enjoyable recreational pursuit for most, can lead to significant harms for some individuals, their families and the community. In spite of the harms associated with gambling, most people with gambling problems do not seek help. This is due, in part, to shame, stigma, inability to recognise their gambling as a problem or minimisation of the problems associated with gambling. One identified motivator to seeking help is encouragement from family (Hing, Nuske, & Gainsbury, 2012). However, many family members do not recognise gambling problems in their loved one (Patford, 2009). If a family member is to provide support to a person with gambling problems, the family member must recognise that there is a problem. However, there is limited research investigating the signs of gambling problems and how a concerned family member, friend or co-worker can assist the person to seek help and recover. When the signs of gambling problems remain largely unrecognised, there is limited possibility of support and encouragement from others.

When the signs of gambling problems remain largely unrecognised, there is limited possibility of support and encouragement from others.

Over the last 10 years, guidelines have been developed, using the Delphi method, on how members of the public can recognise and assist a person who has mental health problems (e.g., Langlands, Jorm, Kelly, & Kitchener, 2008a). These guidelines have informed the curriculum of the Mental Health First Aid training courses, which have been extensively researched and shown to increase the likelihood that a person will recognise mental health problems in another person, provide appropriate first aid actions and encourage help-seeking (Hadlaczky, Hökby, Mkrtchian, Carli, & Wasserman, 2014). It is possible that similar guidelines will improve the ability of family, friends, and co-workers to recognise the signs of gambling problems and provide appropriate support. Therefore, this study aimed to develop guidelines, using the Delphi method, on how a member of the public can recognise that a person may have gambling problems and provide appropriate support.

The Delphi method is a systematic way of determining expert consensus, which is particularly helpful in answering research questions that cannot be answered using other methods such as randomised controlled trials (Jorm, 2015). As used in this project, the Delphi method involves developing a list of helping statements derived from a search of both the grey and academic literature. Panels of experts rate the statements according to whether they should be included in the guidelines. In this project two panels were used, comprising (1) people with a lived experience of gambling problems in themselves or in a significant other, and (2) professionals who treat people with gambling problems or research gambling problems. Helping statements that received endorsement at 80% or more from each expert panel were incorporated into a guidelines document.

The guidelines developed as a result of this study address gambling problems by affecting change through the mental health first aid skills training of the family and friends of the gambler.

A total of 412 helping statements were rated by 66 experts to yield a total of 234 endorsed items. In addition to statements about what a first aider needs to know and do to help a person with gambling problems, over 75 observable warning signs were identified.

The endorsed items were thematically grouped and written into a guidelines document providing information about how to:

- Recognise the warning signs that may indicate a person has gambling problems
- Talk with the person about concerns they have about the person's gambling
- Deal with difficulties that may arise during conversations about gambling
- Encourage help-seeking
- Provide support to help the person change their gambling

The guidelines also provide specific strategies for reducing gambling harms.

This study identified over 75 observable signs that a family member, friend or co-worker could use to identify suspected gambling problems.

There are several important implications of this research. To our knowledge, this is the first research that has developed a list of evidence informed warning signs that family, friends and co-workers can use to help identify if someone they know may be experiencing gambling problems. Furthermore, these guidelines provide information on the best way of supporting someone who has developed gambling problems. This has implications for earlier identification of gambling problems and earlier help-seeking, which may reduce the harms associated with gambling problems.

With the help of these guidelines, family and friends may recognise the warning signs of gambling problems earlier, and approach the person in a supportive and non-judgmental way.

Another implication of this research is the endorsement of the use of harm minimisation strategies. Although harm minimisation is a controversial concept, a number of harm minimisation strategies received endorsement, indicating that these strategies are thought by experts to be helpful in gambling recovery.

The two expert panels in this study were able to reach substantial consensus on how someone can recognise the signs of gambling problems and support a person to change. This research has developed an important guidelines document that will underpin future community training. This training will be another public health intervention for reducing the harms of gambling problems.

Background

Gambling is an enjoyable recreational pursuit for many people. However, for some it can lead to significant problems for the individual and their family, such as financial and legal problems, psychological distress, and relationship and family stress (Billi, Stone, Marden, & Yeung, 2014; Dowling, Rodda, Lubman, & Jackson, 2014; Maccallum & Blaszczynski, 2003; Potenza et al., 2014). There is also a strong link between gambling problems and mental health problems, with an international systematic literature review finding that people with gambling problems had high rates of substance use disorders (58%), mood disorders (38%) and anxiety disorders (37%) (Lorains, Cowlishaw, & Thomas, 2011).

In Australia, about 70% of people participate in some form of gambling in a 12-month period and 2.4% are considered to be at-risk gamblers (using the Canadian Problem Gambling Index (CPGI)) (Williams, Volberg, & Stevens, 2012). To further break down this 'at risk' figure, 1.7% of Australians are at moderate risk of developing *problem gambling* and 0.7% meet the diagnostic criteria for *problem gambling*. Using the CPGI, scores for at risk and problem gambling from other Western countries are comparable, for example Canada (3.2-3.4%), Great Britain (2.0-2.4%), Iceland (1.6%), and Sweden (2.2%) (Williams, Volberg, & Stevens, 2012).

In this study we make a distinction between *problem gambling* (a diagnosis) and the subclinical symptoms of problem gambling. We use the term *gambling problems* (defined as gambling activities where the person struggles to limit the amount of money or time spent on gambling, which leads to adverse consequences for the person, their friends and family, or for the community (Neal, Delfabbro, & O'Neil, 2005)), because it is more likely to be these subclinical signs that a family member, friend or co-worker may notice.

Warning signs for gambling problems

There is limited research investigating the signs of gambling. One exception is the recent work by Delfabbro et al. (2012; 2012) and Thomas et al. (2014), who evaluated the use of the Gambling Behaviour Checklist (GBC) by gambling venue staff. The GBC is a validated list of observable signs of gambling problems. The use of the GBC was shown to encourage staff to have initiated follow-up actions with identified customers, usually in the form of an informal chat with the customer.

These signs may be evident to some family, friends or co-workers of a person with gambling problems, if they go to gambling venues with the person. However, research indicates that many people are not aware of the extent of the gambling problems in a loved one or, even that the person is gambling at all (Patford, 2009). While the signs of gambling problems remain largely unrecognised, there is limited possibility of support and encouragement from others. Evans and Delfabbro (2005) and Hing et al. (2012) have recommended that community training includes teaching people to recognise the signs that may indicate a person has gambling problems and how to support and give advice to a person with gambling problems.

Family support to recover from gambling problems

When family is aware of gambling problems, they can be important to the recovery of their loved ones gambling problems. One intervention for family members is Community Reinforcement and Family Training (CRAFT). CRAFT provides skills training to family members for coping with gambling problems in a loved one. This intervention has been shown to reduce the frequency or amount of time spent gambling and the negative consequences of gambling (Hodgins, Shead, & Makarchuk, 2007; Hodgins, Toneatto, Makarchuk, Skinner, & Vincent, 2007; Kourgiantakis, Saint-Jacques, & Tremblay, 2013; Makarchuk, Hodgins, & Peden, 2002). While this family intervention appears to be helpful in gambling recovery, it is dependent on family members recognising the gambling problems and seeking professional help for themselves.

Another way that family (and others) can encourage recovery from gambling problems is to provide reliable information about gambling and encourage the gambler to seek help. To our knowledge, there is no evidence that this is helpful for gambling problems, even though this approach has been found to be effective across other mental health problems. For example, research shows that the provision of mental health information to a person increases the likelihood that they will seek help and adhere to treatment, and improves the prognosis and self-management of mental health problems (Griffiths & Crisp, 2013; Jorm, 2012). It is likely that information from family, friends or co-workers about gambling problems will encourage help seeking and support recovery.

Seeking help for gambling problems

Few people with gambling problems seek professional treatment. However, the likelihood increases with the severity of the problems. Slutske (2006) found that, of those who experienced five symptoms of pathological gambling (according to the DSM-IV), only 4% sought professional help. The percentage of help-seeking increased with the number of symptoms to 6%, 17%, 31% and 76% of people with 7, 8, 9 and 10 symptoms, respectively. Another study found that professional help seeking tends to occur only after the experience of significant harms from gambling (Suurvali, Hodgins, & Cunningham, 2010).

Research by Hing et al. (2012) has identified the motivators and barriers to help seeking (including both formal¹ and informal² help seeking). The strongest motivators for help seeking involve financial, relational and emotional harms associated with gambling, e.g. relationship problems, problems at work, problems with housing and legal problems. Formal help seeking usually follows a significant crisis, and is often preceded and followed by informal help seeking. Of interest is that one of the stronger motivators for seeking treatment identified in this study was “pressure from family or friends”. However, research indicates that very few people receive encouragement to seek help for their gambling problems from friends and family, with problem gamblers being more likely to receive this encouragement than moderately at risk gamblers (Hare, 2009). Another identified motivator was “concern from the venue where [the person] was gambling”, although this was a less strong motivator than “pressure from family

¹ Seeking help from on-line, face-to-face and telephone gambling help-services; peer support groups; or venue assistance.

² Seeking help from family, friends, co-workers, and religious and community leaders.

and friends” (Hing et al., 2012). This finding may indicate that while using a venue checklist will help some people with gambling problems, educating family and friends to recognise the warning signs and providing support may be more effective in recovery.

The barriers to help seeking identified in the literature are: a desire of the person to handle problems on their own; shame, embarrassment and stigma; an unwillingness or inability to admit that there is a problem; or minimisation of the problems associated with gambling (Gainsbury, Hing, & Suhonen, 2014; Hing et al., 2012; Slutske, Blaszczynski, & Martin, 2009; Suurvali, Cordingley, Hodgins, & Cunningham, 2009). If family members, friends and co-workers can non-judgmentally support a person to recognise and admit significant problems associated with their gambling, the person may be more motivated to seek treatment and recover.

Treatment for gambling problems

Not all people need to seek professional help to recover from gambling problems. Evidence of ‘natural recovery’, or recovery without professional or self-help intervention, from gambling problems exists, occurring in 33-36% of a sample of people who met the DSM-IV criteria for pathological gambling (Slutske, 2006; Slutske et al., 2009). However, naturally recovered gamblers are more likely to relapse, especially those who choose to control their gambling rather than abstain (Hodgins, Wynne, & Makarchuk, 1999; Nathan, 2003). Furthermore, one study found that those reporting more symptoms of pathological gambling were more likely to access treatment (including self-help), rather than experience ‘natural recovery’ (Hodgins & El-Guebaly, 2000).

Professional treatment for gambling problems includes behavioural and cognitive behavioural therapy (CBT), motivational interviewing, integrative therapy, psychotherapy and self-help groups. Medication may also be used to treat co-existing mental health problems. A recent Cochrane review (Cowlshaw et al., 2012) covering cognitive-behaviour therapy, motivational interviewing therapy, integrative therapy and other psychological therapy supported the efficacy of CBT for treating gambling problems, however the long-term maintenance of the treatment results are unknown. Motivational interviewing also shows promise. However, the number of studies is limited.

Natural recovery and professional treatment can only happen if the person is aware of and willing to admit to the extent of their gambling problems. Family members, friends and co-workers can play an important part in helping the person to recognise and admit to gambling problems. Community training around the recognition of gambling problems and support for gambling recovery is needed.

Community training

Two potential forms of community training to encourage help-seeking are the provision of guidelines for how to help a person with gambling problems and training courses. Guidelines, using the Delphi method, have been developed on how members of the public can recognise and assist a person who has a mental health problem or is in a mental health crisis situation (e.g. they are suicidal), including guidelines for depression (Langlands et al., 2008a), psychosis (Langlands, Jorm, Kelly, & Kitchener, 2008b), problem drinking (Kingston et al., 2009), problem drug use (Kingston et al., 2011), eating disorders (Hart, Jorm, Paxton, Kelly, & Kitchener,

2009), suicidal thoughts and behaviours (Ross, Kelly, & Jorm, 2014), non-suicidal self-injury (Ross, Kelly, & Jorm, 2014), panic attacks (Kelly, Jorm, & Kitchener, 2009) and traumatic events (Kelly, Jorm, & Kitchener, 2010).

Guidelines in themselves may not ensure change in supportive behaviours. Therefore, these guidelines have been used to inform the contents of the Mental Health First Aid (MHFA) courses (Kelly, Kitchener, & Jorm, 2013; Kitchener, Jorm, & Kelly, 2013). People who receive MHFA training are more likely to recognise mental health problems in another person, provide appropriate first aid actions and encourage help-seeking (Hadlaczky et al., 2014). For this reason, the current project developed mental health first aid guidelines on how to help a person with gambling problems. The following questions underpinned the project:

1. What are the warning signs that alert a family member, friend or co-worker that a person may have gambling problems?
2. What information about gambling problems does the family member, friend or co-worker need in order to effectively support the person with gambling problems?
3. What does the family member, friend or co-worker need to do in order to:
 - 3.1 Approach someone about their gambling problems
 - 3.2 Encourage the person to seek professional help
 - 3.3 Encourage the person to change their gambling
 - 3.4 Support the person if they do not want to change their gambling
 - 3.5 Encourage the person to minimise the harms of gambling
 - 3.6 Address any concerns they may have about the safety of the person or others?

Approach

Aims

To develop guidelines on how a member of the public (e.g., family members, friends, co-workers) can recognise and support someone with gambling problems.

Objectives

1. Complete a thorough search of the international grey and academic literature on how a member of the public can recognise and support someone with gambling problems.
2. Gather international expert consensus on what a member of the public should know and do to provide support to a person with gambling problems.
3. Develop an international guidelines document based on the research findings.
4. Publish a peer reviewed article based on these research findings.

Research questions

1. What are the warning signs that alert a member of the public that a person may have gambling problems?
2. What information about gambling problems does a member of the public need in order to effectively support a person with gambling problems?
3. What does a member of the public need to do in order to:
 - 3.1 Approach someone about their gambling problems
 - 3.2 Encourage the person to seek professional help
 - 3.3 Encourage the person to change their gambling
 - 3.4 Support the person if they do not want to change their gambling
 - 3.5 Encourage the person to minimise the harms of gambling
 - 3.6 Address any concerns they may have about the safety of the person or others.

Ethical approval and informed consent

Ethical approval was received from the University of Melbourne Office for Research Ethics. When a potential participant expressed interest in participating in this study they were sent information about the study in the form of a Plain Language Statement (see Appendix A). Panel members expressed consent to participate by ticking the 'yes, I understand' option in a statement about consent in the survey.

Research design

This study used the Delphi method, which is a systematic way of determining expert consensus. This method was chosen because the research questions cannot be answered using experimental and epidemiological methods. The validity of the Delphi method is supported by 'wisdom of crowds' research that has shown that by aggregating a large number of estimates, a crowd can make a better estimate than skilled individuals. However, certain conditions must be met for a crowd to be wise (Jorm, 2015; Surowiecki, 2004):

- "1. Diversity of expertise. A heterogeneous crowd of experts will produce better quality decisions than a homogeneous one.
2. Independence. The experts must be able to make their decisions independently, so that they are not influenced by others.
3. Decentralization. Expertise is held by autonomous individuals working in a decentralized way.
4. Aggregation. There is a mechanism for coordinating and aggregating the crowd's expertise."

The Delphi method, as executed by Mental Health First Aid Australia and the Centre for Mental Health, Melbourne School of Population and Global Health, University of Melbourne, incorporates many of the conditions that lead crowds to be wise. These include diversity of expertise (through recruitment of consumers, carers and professionals), independence (through the use of on-line and therefore, anonymous questionnaires), decentralization (allowing members of the group to operate autonomously, but sharing decisions through the researcher) and aggregation (through the researcher's coordination of the group, the data and the results).

Development of the current guidelines, using the Delphi method involved four steps: (1) formation of the expert panels, (2) literature search and survey questionnaire development, (3) data collection and analysis, and (4) guidelines development (Hasson, Keeney, & McKenna, 2000).

Step 1: Panel formation

As described by Hasson et al. (2000), the Delphi method usually involves the use of one expert panel, often professionals working in the area of study. However, more recent work in the mental health field has used multiple panels, including consumer and carer experts (e.g., Bond, Chalmers, Jorm, Kitchener, & Reavley, 2015), increasing diversity and allowing for lived experience expertise to influence guidelines development. This study utilised two expert panels: (1) the professional panel, which included professionals who treat people with gambling problems and gambling researchers, and (2) the lived experience panel, which included people with personal experience of gambling problems in themselves or others close to them. See Table 1 for the inclusion criteria.

The aim was to recruit a minimum of 30 people to each panel, which is within the typical Delphi panel size of 15-60 experts (Hasson et al., 2000). A health care study used bootstrap sampling to investigate the stability of response characteristics and found that a panel of 23 experts produced stable results (Akins, Tolson, & Cole, 2005). Furthermore, evidence on stability of results comes from studies that have replicated findings across Delphi studies (Hutchings, Raine, Sanderson, & Black, 2006; Ross, Kelly, & Jorm, 2014). Ross, Kelly and

Jorm (2104) carried out a Delphi study on mental health first aid for suicidal thoughts and behaviours in order to update an earlier study on the same topic. Ninety-four items were repeated in the second study. Despite a gap of 6 years and the use of different panel members, there was considerable stability of item endorsement rates. The item endorsement rates of the 22 professionals in the earlier study correlated 0.84 with the 41 professionals in the later study. Similarly, endorsement rates from a panel of 16 consumers and caregivers in the earlier study correlated 0.77 with 35 consumers from the later study.

Table 1: Inclusion criteria

Panel	Criteria
Professional	Be 18 years or older, AND Live in Australia, Canada, Ireland, New Zealand, United Kingdom or the United States, AND Have a minimum of 2 years' experience specialising in research or treatment of gambling problems.
Lived experience	Be 18 years or older, AND Live in Australia, Canada, Ireland, New Zealand, United Kingdom or the United States, AND Have a lived experience of gambling problems, but are currently recovered and have experience in an advocacy or peer support role, OR Are a family member or friend who has assisted a person with a gambling problem and have experience in an advocacy or peer support role.

Note: We restricted experts to developed English-speaking countries, given the cultural and health system similarities between these countries. Separate guideline development studies would be required for countries with very different cultures and health systems.

Step 2: Literature search and survey questionnaire development

In order to inform the content of the Round 1 survey, a systematic search of the 'grey' and academic literature was conducted in July 2014 to gather statements about how to help someone with gambling problems. The search was conducted using Google Australia, Google UK, Google USA, Google Books and Google Scholar using the following search terms: (problem gambling), (pathological gambling), (gambling addiction), (compulsive gambling), (gambling AND mental health), (gambling AND mental illness), (helping someone who gambles), (help a friend stop gambling), (treatment for gambling), (help for gambling), (guide for problem gambling), (problem gambling harm), (Gam-anon), (gambling spouse), (gambling partner), and (living with a gambler). The first 50 websites, books and journal articles were retrieved and duplicates were excluded. The remaining websites, books and journal articles were reviewed for relevant information and were excluded if they did not contain information about how a member of the public can recognise and help a friend or family member who has gambling problems. Any links appearing on websites were also reviewed. A total of 128 resources were included and therefore used to develop the Round 1 survey. Figure 1 summarises the results of the literature search.

A working group, consisting of staff from Mental Health First Aid Australia, the Centre for Mental Health, Melbourne School of Population and Global Health (The University of Melbourne), Turning Point and the Victorian Responsible Gambling Foundation, translated the relevant information from the literature search into helping statements that were clear, actionable, and contained only one idea; a process that has several steps. First, the researcher who coordinated the project translated a direct quote from a website, book or journal article into the first draft of a survey item. Then the working group refined the survey item. For instance, the following advice was found on the website HelpwithGamblingAddiction.com, “In terms of adults, I think the key takeaway here is that you don’t have to wait until you’re relationship is destroyed, and you’re financially devastated...before an intervention can be considered...” This was drafted into the following item, “The first aider should consider talking to the person as soon as they suspect the person has problems with gambling as this may reduce the harmful effects of gambling problems.” The item was then redrafted by the working group into the following statement, “The first aider should talk with the person as soon as they suspect the person has gambling problems, as early intervention may reduce the negative impact.” The concept of ‘an intervention’ was already covered in another item.

The working group also added items that they thought were missing from the literature search. For instance, the following was advice from a Gamanon website, “Accept and learn to live with the fact that compulsive gambling is an illness that cannot be cured, but with recovery in GA, the gambler can have meaningful abstinence.” The item was then drafted to read, “The first aider should know that problem gambling is an illness that cannot be cured, but that the gambler can have meaningful abstinence.” The working group chose to keep this drafted item, and also to add the counter view of gambling recovery by including the following two statements, “The first aider should know that gambling problems can be successfully treated” and “The first aider should know that the goals of treatment could be either abstinence from gambling or controlled gambling.”

All of the items were then grouped thematically so that panel members could more easily identify omissions and make decisions about the items. Panel members could also provide comments in the Round 1 survey. See Appendix B for a copy of the Round 1 Survey.

The working group also provided the panel members with additional information to assist in decision-making. Definitions used in the survey were presented at the beginning of the survey (see Appendix B for the definitions). In addition, the panel members were asked about whether the first aider needs to understand the Transtheoretical Model, best known as the ‘Stages of Change’, and therefore were provided with a link to an explanation of the Stages of Change model.

The Round 2 survey (see Appendix C) consisted of two types of items. The first were items that did not receive high enough endorsement to be clearly in the guidelines, or low enough endorsement to be clearly rejected (see the next section for details of how these decisions were made). Round 2 also included items that were developed using the panel members’ comments from Round 1. Each comment underwent the same process as the items in Round 1 (described above). The Round 3 survey included re-rate items only (See Appendix D). The surveys were administered to the expert panels via on-line survey software, in this case at SurveyMonkey.com, or via a printed survey.

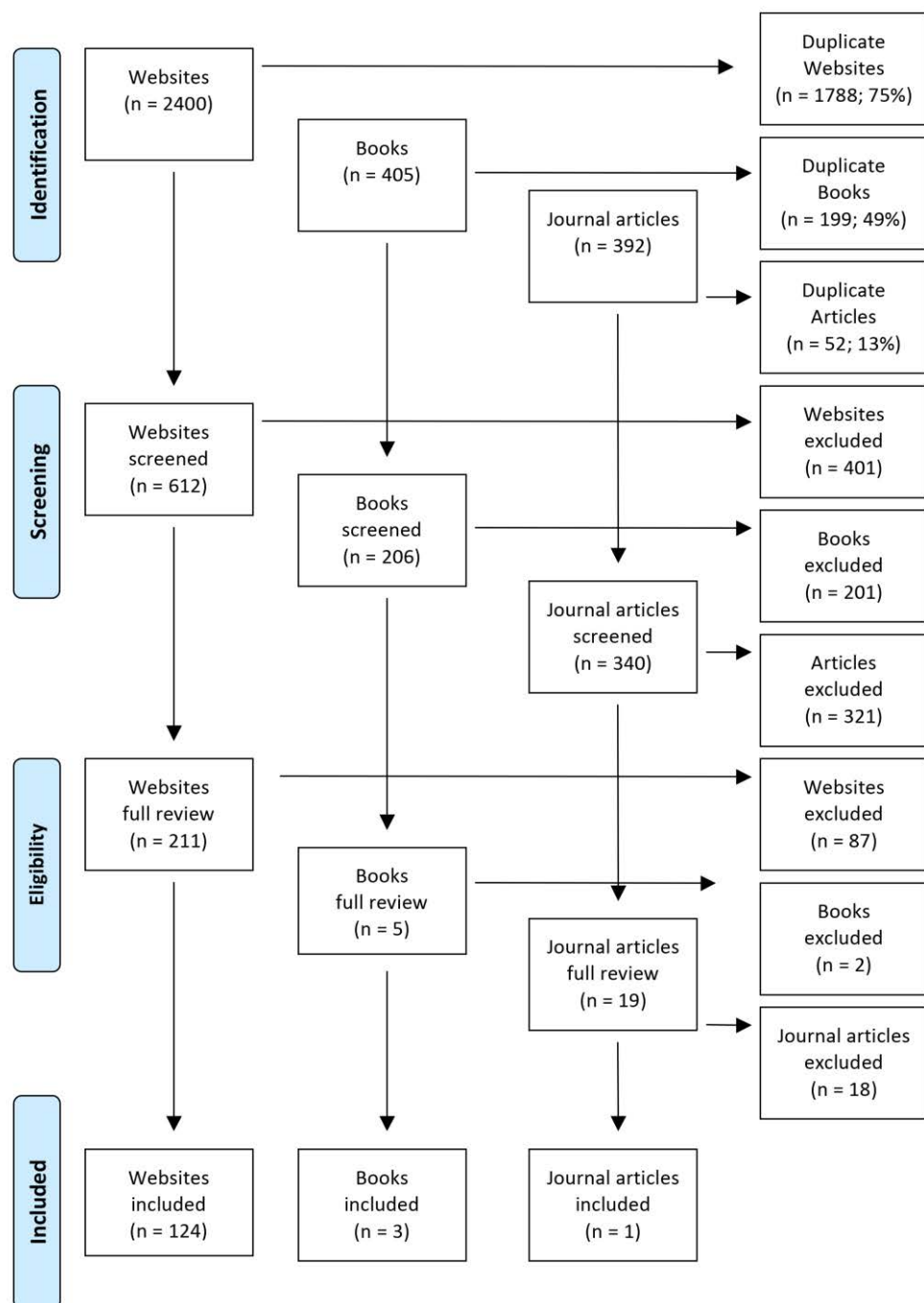


Figure 1: Results of the literature search

Step 3: Data collection and analysis

Data were collected in three survey rounds administered between January and April 2015. The panel members were asked to rate each of the statements, using a 5-point scale ('essential', 'important', 'don't know/depends', 'unimportant' or 'should not be included'), according to whether or not they thought the statement should be included in the guidelines. In Round 1, panel members also had the opportunity to provide qualitative data in the form of comments or suggestions for new helping statements.

After panel members completed a survey round, the data was grouped according to type of expertise (i.e., into a lived experience panel or a professional panel) and analysed. The statements were categorised as follows:

1. Endorsed. The item received an 'essential' or 'important' rating from 80-100% of members of both panels.
2. Re-rate. The item received an 'essential' or 'important' rating from 70-79% of members from both panels, or an 'essential' or 'important' rating from 70-79% of members from at least one panel and above 80% from the other panel.
3. Rejected. The item did not fall into either the endorsed or re-rate categories.

The panel members' comments were thematically analysed and the working group translated any new helping statements that were not included in the first survey. This new content was translated into clear and actionable statements for the Round 2 survey. The comments were also used to support decisions made when writing up the guidelines. For example, a number of negative comments about interventions (where a group of people who care about the person meet with the person to point out the behaviours that are causing problems and ask them to stop), along with the fact that only one item about interventions was endorsed led the working group to decide that interventions should only be used as a last resort.

Panel members were given a summary report of Round 1 that included a list of the items that were endorsed and rejected, as well as the items that were to be re-rated in the next round (see Appendix E for a sample report). The report included the panel percentages of each rating, as well as their individual scores for each item to be re-rated. This allowed the panel members to compare their ratings with each expert panel's consensus rating and consider whether to maintain or change their answer when re-rating an item.

The procedures for Rounds 2 and 3 were the same as described above with several exceptions. Round 2 consisted of new items from the Round 1 comments, there was no opportunity for comments in Round 2 or Round 3, and if a re-rated item did not receive an 'essential' or 'important' rating by 80% or more of each panel, it was rejected.

Step 4: Guidelines development

All of the endorsed statements were written into prose to form the guidelines document. The first author drafted the guidelines by grouping the list of endorsed statements into sections based on common themes. Where possible, statements were combined and repetition deleted. The working group edited the draft to produce the final guidelines document. This document was given to the expert panel members for comment and final endorsement.

Panel members

Initially we had hoped to form three expert panels – professionals (Prof), people with a history of gambling problems (HGP), and family or friends of a person with gambling problems (concerned significant others or CSO). However, it was difficult to recruit enough CSO's to yield stable results. As a result of the small number of people recruited to the 'CSO' panel and because the item endorsement rates in the Round 1 questionnaire were highly correlated between the 'CSO' and 'HGP' panels ($r=0.80$), the two panels were combined into one lived experience (LE) panel.

A total number of 66 people completed all three survey rounds, 34 in the LE panel members (6 CSOs and 28 HGPs) and 32 in the 'professional panel'. The retention rate for completing all three rounds was 69.5% (see Table 2 for the breakdown of the retention rate for each of the panels). Panel members who completed all three rounds were 42.4% male and 57.6% female, and had an average age of 49.9 years (12.6 SD, range 23-73). Panel members were from Australia (60%), North America (21%), New Zealand (17%) and the UK (3%) (see Table 3 for the breakdown of the demographics for each panel).

Table 2: Retention Rate from Round 1 to Round 3

Expert panel	Invited	Completed Round 1	Completed Round 2	Completed Round 3	Retention Rate
LE	43	40	35	34	79.1%
<i>HGP</i>	36	33	29	28	77.8%
<i>CSO</i>	7	7	6	6	85.7%
Prof	52	41	33	32	61.5%
Total	95	81	68	66	69.5%

Table 3: Demographics of panel members who completed Round 3

Expert Panel	Age	Gender		Country				
	<i>Mean (SD)</i>	<i>Male</i>	<i>Female</i>	<i>Aus</i>	<i>Can</i>	<i>NZ</i>	<i>USA</i>	<i>UK</i>
LE	50.8 (13.66)	17	17	23	2	6	1	2
<i>HGP</i>	<i>52.4 (12.99)</i>	<i>1</i>	<i>5</i>	<i>21</i>	<i>2</i>	<i>4</i>	<i>0</i>	<i>1</i>
<i>CSO</i>	<i>43.2 (15.39)</i>	<i>16</i>	<i>12</i>	<i>2</i>	<i>0</i>	<i>2</i>	<i>1</i>	<i>1</i>
Prof	49.1 (11.54)	11	21	15	11	5	1	0
Total	49.9 (12.61)	28	38	38	13	11	2	2

Results

A total of 412 items were rated over the three rounds to yield a total of 234 endorsed items (see Appendix F for a list of the endorsed items) and 178 rejected items (see Appendix G for a list of the rejected items). Figure 2 presents the information about the total number of items rated, endorsed and rejected over the three rounds. The endorsed items formed the basis for the guidelines.

The endorsed items outlined what a family member, friend or co-worker needs to know and do to support a person with gambling problems. This includes knowing specific information about gambling and gambling problems, and the association between gambling problems and mental health problems. The guidelines also outline specific actions for approaching and talking with the person in a non-judgmental way. Furthermore, effective ways of encouraging change and help-seeking are identified, as well as how to support the person even if they do not wish to change their gambling. Strategies for managing crisis situations (e.g., suicide) are also covered. In addition the observable signs that may be evident at home, work or in a venue were identified.

Warning signs of gambling problems

This research developed an evidence informed list of warning signs that a family member, friend or co-worker can use to recognise gambling problems. Seventy-seven of 153 warning signs (50.3%) were endorsed by both panels. There exists an abundance of lists of warning signs for gambling problems in the grey literature, some based on the DSM criteria of gambling problems (e.g., is preoccupied with gambling) and others based on professional or personal experience. Our list is evidence informed through the use of the Delphi method. The current list of signs that may indicate a person has gambling problems includes (see Appendix F for the full list of endorsed signs):

- Gambling behaviours (e.g., gambles almost every day, gambles to escape problems)
- Signs evident while gambling (e.g., stops gambling only when the venue is closing, shows significant changes in mood during a gambling session)
- Financial signs (e.g., complains about mounting debt, frequently contacted by debt collectors)
- Social signs (e.g., becomes isolated from others because of gambling, has conflicts with others about money)
- Signs evident at home (e.g., steals from family or friends to fund gambling, family members hide money from the person in order to cover living expenses)
- Signs evident in the workplace (e.g. gambles during work time, repeatedly violates workplace gambling policy)

The qualitative data suggest that recognising the signs of gambling problems may be difficult for friends, family and co-workers. For example, a participant with a history of gambling problems said, "...most compulsive gamblers I know are very good at hiding most of the traits

that are listed here.” and “...[my] signs [were] never noticed by my own family.” Other phrases used by panel members with a history of gambling problems to describe people with gambling problems were: “facile liars”, “deceptive and manipulative”, “good at conning folks”, and “manipulator and a liar.”

It was noted by a few of the panel members that, given the hidden nature of gambling problems, venue staff may be well suited to identify the signs of gambling problems. One participant said, “Generally a compulsive gambler will gamble secretly - often the only people who would observe the signs...are venue staff.” And another said:

“These are all important signs, but I would never display too many of them if I was at a gambling venue with family or friends. So only the gambling venue's employees saw those things (signs of gambling problems).”

Harm minimisation

In addition to the warning signs a number of harm minimisation strategies were endorsed by the panel members. There were a total of 22 items that pertained to harm minimisation strategies and 16 (72.7%) of these items were endorsed. In spite of this high level of endorsement, the qualitative data suggest strongly held negative views on harm minimisation strategies by a minority of the panel members, particularly by those who have a history of gambling problems (HGP) (see Table 4 for the comments pertaining to the harm minimisation items). Thematic analysis of the comments suggest that those who are opposed to harm minimisation strategies believe gambling problems cannot be cured only managed through abstinence.

Table 4: Qualitative data about harm minimisation items.

Panel	Quote
HGP	“I cannot agree with the harm minimisation as this just increases the chance of a blow out. The more you go the more you are kept in that trance and the more you need to go.”
HGP	“I believe for someone with a gambling addiction/illness it is necessary to advise them that the goal is to not gamble again, seek healthcare, seek support, be honest, develop new activities etc. As GA (Gamblers Anonymous) says don't test or tempt oneself on anything.”
HGP	“I think [this harm minimisation item] should be removed so first aider doesn't think a CG (compulsive gambler) can become cured. I tricked both my partner and employer in thinking that I was recovered/cured and gambled for three more years and almost lost everything including my life.”
HGP	“The person should be made aware that harm minimisation does not work and will lead to a blowout. Abstinence should be encouraged.”
HGP	“This illness doesn't allow for gambling periodically ...at some times etc.....it is necessary I believe for those of us with addiction to stop entirely. Any false illusions we can gamble a little bit...with stipulations will ultimately lead to the same self destruction that brought us to our graveside chats with ourselves re suicide etc.”
HGP	“[This item about a harm minimisation strategy] is a value statement not a fact. Based on the GA...medical model of abstinence. Public Health approaches - harm minimisation and learned behaviour models do not subscribe to this view. This statement should be reviewed and changed.”
HGP	“All of these statements amount to the first aider accepting that the gamblers past actions are, to some degree, acceptable. Which can only result in further

	problems, in the future.”
HGP	“Restricting gambling activities’ is broadly accepted as being possible, only by helpers who have not been helping long enough to have seen the return of clients who have ‘busted’, whilst believing that they could become ‘social gamblers’ again.”
HGP	“All great suggestions to be followed by someone who isn’t a compulsive gambler.”
HGP	“Harm-reduction suggestions are more appropriate in the early stages of a problem.”

Differences between groups

There was a strong positive correlation between the two panels in the percentage endorsement for whether items should be included in the guidelines, ($r=0.82$). However, there were some areas of disagreement as well. Items that were rejected by one panel but endorsed by the other, and that received notably higher or lower rating ($\pm 10\%$)³, are noted below.

Items rejected by the professional panel by + 10%

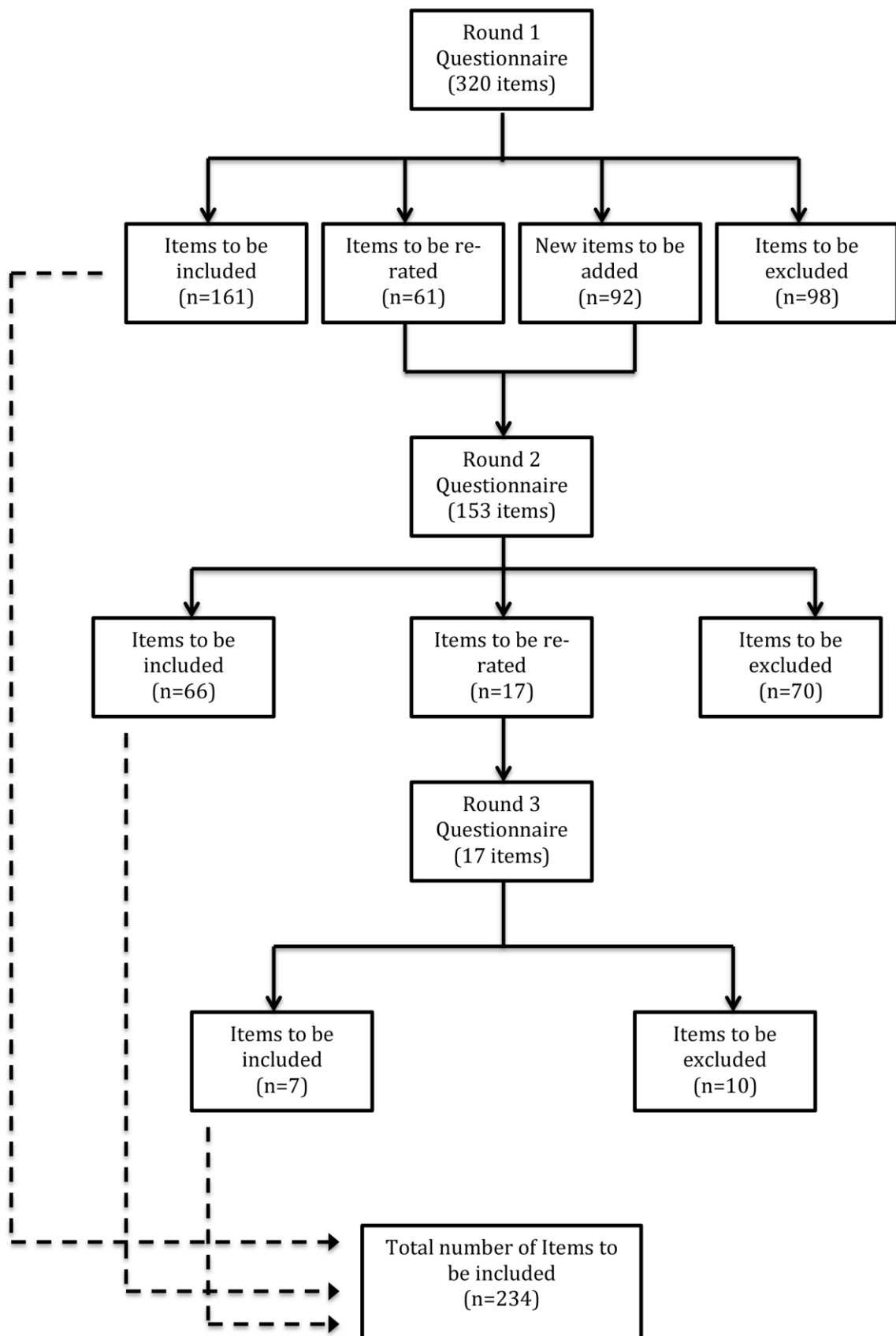
Sixty items received a lower rating from the professional panel and the majority fell into the following categories:

- Signs that may not be evident in a professional setting (i.e., the signs seen at work, in a gambling venue or at home), for example, “The person cashes in investments or other assets early” and “The person borrows money from co-workers”
- Items that may have been perceived as requiring the first aider to act in the role of a professional, for example items about helping the person list the advantages and disadvantages of gambling or identify problems that have led to an increase in gambling.

Items rejected by the lived experience panel by $\pm 10\%$

There were only two items that received a lower rating from the ‘lived experience’ panel: “The first aider should be aware that the following behavioural signs indicate that a person may have gambling problems: “After losing, the person uses alcohol to forget about gambling problems.” and “If the person decides to continue gambling, the first aider should encourage them to reduce the negative impact of gambling by keeping a record of gambling wins and losses.”

³ Ten per cent was chosen as this was used in previous studies (Bond et al., 2015; Hart, Jorm, Paxton, & Cvetkovski, 2012).

**Figure 2: Items rated, endorsed and rejected**

Guidelines development

The first author grouped similar items under specific headings, re-writing them into continuous prose for ease of reading. Original wording of the items was retained, as much as possible. Some items were given examples and explanatory notes to clarify the advice, for example, the risk factors for gambling problems were included in the guidelines. The working group reviewed this draft to ensure that the structure and the language were appropriate for the audience that the guidelines target. The draft guidelines were then given to panel members for final comment, feedback and endorsement. One panel member requested only minor changes related to grammar and spelling preferences.

The final guidelines (Mental Health First Aid Australia, 2015) (see Appendix H) provide information on how to assist a person with gambling problems. The main themes and subthemes, and a brief description of each section, follow:

- **What are gambling problems?** In addition to defining gambling problems, this section also touches upon the association between mental health problems and gambling problems.
- **Motivations for gambling.** This section lists the motivations for gambling and gambling problems.
- **How can I tell if someone has gambling problems?** This section includes a list of the risk factors that contribute to the development of gambling problems and the warning signs of gambling problems, grouped into the following sub-sections:
 - Gambling behaviours
 - Signs evident while gambling
 - Mental and physical health signs
 - Financial signs
 - Social signs
 - Signs evident at home (which includes signs that may be evident in family members)
 - Signs evident in the workplace
- **Approaching someone about their gambling.** This section provides communication suggestions for how to bring up and talk about gambling problems in a non-judgmental way and includes the following sub-sections:
 - How to talk to the person
 - Dealing with negative reactions

- **Encouraging professional help.** This section includes information about professional help and how to encourage a person to seek help.
- **Encouraging the person to change.** This section provides information about setting healthy boundaries with the person and practical suggestion for encouraging the person to change.
- **If the person does not want to change.** This section provides information about helping the person when they are unaware or in denial about their gambling problems.
- **Supporting the person to change.** This section includes a list of strategies that the person can use to change their gambling and how to support the person if they relapse and includes the following sub-section:
 - Supporting the person through relapse
- **What to do if you are concerned for the safety of the person or others.** This section provides information about what to do if the person is experiencing suicidal thoughts or behaviours, or where the first aider may be concerned for the safety of others, including the person's children or partner, or the first aider themselves.

Conclusions

Given the significant harms that result from gambling problems, this project aimed to develop guidelines on how to recognise the warning signs of gambling problems and support a friend, family member or co-worker who has gambling problems. Overall, 234 items were endorsed by both expert panels as 'important' or 'essential' to be included in the guidelines. The endorsed items were written into a guidelines document called *Helping someone with gambling problems: mental health first aid guidelines*.

This research takes a public health viewpoint, which advocates for addressing environmental factors, e.g., family, friends and co-workers (Korn, Gibbins, & Azmier, 2003; Shaffer & Korn, 2002). The guidelines developed as a result of this study address gambling problems by affecting change through the training of the family and friends of the person with gambling problems. These guidelines include information about how to:

- Recognise the warning signs that may indicate a person has gambling problems
- Talk with the person about concerns about gambling behaviours
- Deal with difficulties that may arise during conversations about gambling
- Provide support to help the person to change their gambling

The guidelines also make suggestions for minimising the harms associated with gambling.

Warning signs and the hidden nature of gambling problems

This research identified a number of observable signs that indicate a person may have gambling problems. To our knowledge this is the first evidence informed list developed for friends, family and co-workers to use to help identify if someone they know is experiencing gambling problems.

Delfabbro et al. (2012; 2012) and Thomas et al. (2014) developed and validated the Gambling Behaviour Checklist (GBC), a list of warning signs that may be evident to gambling venue staff. The use of the GBC was shown to encourage staff follow-up actions with identified customers, usually in the form of an informal chat with the customer.

If venue staff can be trained to use a list of signs that indicate potential gambling problems, it may also be possible to train members of the public to recognise these signs and approach a person they are concerned about. Courses exist that teach people the skills needed to recognise the signs of mental health problems and to give appropriate initial help and support someone experiencing mental health problems. One such course is the Mental Health First Aid course. This course is based on guidelines developed using the same process as the guidelines described in this report. Mental Health First Aid courses have been extensively researched and have been shown to increase the ability to recognise the signs of mental health problems, increase confidence in providing assistance to someone experiencing mental health problems, and to improve the quality of mental health first aid actions (Hadlaczky et al.,

2014). It is possible that similar training based on the current set of guidelines will improve the ability of family, friends and co-workers to recognise the signs and provide support to someone with suspected gambling problems.

Research indicates that a significant number of people who are at-risk gamblers will transition into high-risk and problem gambling over time (Billi et al., 2014). Research also indicates that a strong motivator for help seeking for gambling problems is “pressure” from family or friends (Hing et al., 2012). With the help of these guidelines, family and friends may recognise the warning signs of gambling problems earlier, and approach the person in a supportive and non-judgmental way. With this support, the person may be motivated to seek help and recover earlier. The flow on effect of this may be a reversal or halting of the transition into more risky gambling, and the reduction of gambling harms.

Harm minimisation strategies

A number of items that suggested harm minimisation strategies for a person who does not want to change or abstain from gambling were endorsed. Harm minimisation tends to sit within a public health model and is central to identifying and addressing gambling problems (Billi et al., 2014). Broadly, harm minimisation strategies attempt to limit the pervasive impact of adverse health consequences associated with gambling and can target individuals and groups, the gambling environment, and public policy (Blaszczynski, 2003). Our guidelines target individuals.

Harm minimisation strategies that target individuals are controversial. One argument against using harm minimisation strategies is that they might encourage people to continue the harmful behaviour (Kleinig, 2008). This opinion was evident in the qualitative data, for example, “All of these statements (harm minimisation strategies) amount to the first aider accepting that the gambler’s past actions are, to some degree, acceptable. Which can only result in further problems in the future.”

Another way to view harm minimisation is as complementary to treatment and prevention (Jourdan, 2009). Research further supports the notion that one does not necessarily have to abstain from gambling to recover from gambling problems. A general population study found that 90% of the participants who recovered from their gambling problems did so without abstaining fully from gambling (Slutske, Piasecki, Blaszczynski, & Martin, 2010). That 73% of the harm minimisation items were endorsed supports the notion that there is a place for harm minimisation strategies in gambling recovery.

Suggestions for future research

There are a number of research opportunities that flow from this current project. The qualitative data indicates that family of people with gambling problems encounter significant problems related to gambling. These current guidelines are about helping the person with gambling problems; there is no advice on self-care for the first aider or how to support the family of a person with gambling problems. A set of guidelines for how a member of the public can support a family member of a person with gambling problems, using the Delphi method, would be beneficial.

Given gambling problems are influenced by culture (Raylu & Oei, 2004), it would also be helpful to use the Delphi method to develop guidelines for specific groups of people, such as

Indigenous Australians. MHFA Australia has developed guidelines, using the Delphi method, for providing mental health first aid to Aboriginal and Torres Strait Islander adults (e.g., Mental Health First Aid Australia, 2008a, 2008b) and adolescents (Mental Health First Aid Australia, 2014). MHFA Australia would be well placed to develop culturally appropriate gambling guidelines for Aboriginal and Torres Strait Islander people.

Other research could validate and assess the warning signs identified in this study. This has been done for the problem gambling behavioural indicators developed by Delfabbro and colleagues (2012). These behavioural indicators are used to identify people in a gambling venue who may be experiencing gambling problems. These signs were validated by asking 500 regular gamblers across Australia about the nature of their gambling (to determine the presence of at 'risk' or 'problem gambling') and how often they engaged in the behavioural indicators. The validated behaviours were made into a checklist and given to venue staff to be used. Focus groups were conducted with the venue staff to assess the practical validity of the checklist. A study using similar methodology could be conducted to validate and assess the signs identified in this study.

It is also important to evaluate these guidelines. MHFA Australia has evaluated the impact of other MHFA guidelines on the helping actions carried out by people who download them (Mental Health First Aid Australia, 2008a, 2008b). This study found that a majority of those who downloaded the guidelines and provided mental health first aid reported feeling that the guidelines had helped them to assist the person in a way that was more knowledgeable, and that they had been successful in helping the person. Finally, a short course should be developed, using these guidelines, and evaluated for its impact on supporting a person with gambling problems. MHFA Australia has evaluated a number of its courses (e.g., Bond, Jorm, Kitchener, & Reavley, 2015) and would be well placed to evaluate a course based on the current guidelines.

In conclusion, two groups of experts were able to reach substantial consensus on how someone can recognise the signs of gambling problems and support a person to change. This research has developed an important guidelines document that will scaffold future community training. This training will be another public health intervention for reducing the harms of gambling problems.

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Appendices

Appendix A – Plain language statement



MENTAL HEALTH FIRST AID



Supporting people with a gambling problem to seek help and recover: Guidelines for the public

Chief Investigators: Prof Anthony Jorm, Ms Betty Kitchener, Dr Nicola Reavley, Dr Claire Kelly and Ms Kathy Bond

Participant Information

This Plain Language Statement contains detailed information about this research project. Its purpose is to explain to you as openly and clearly as possible all the procedures involved in this project before you decide whether or not to take part in it. Feel free to ask questions about any information in the Statement.

Once you understand what the project is about and if you agree to take part in it, it is important for you to know that participation in this study is completely voluntary. You are not under any obligation to participate and you can withdraw at any time. Submitting your questionnaire is an indication of your understanding of this and your consent to participate in the study.

What is the aim of this project?

The aim of this project is to encourage earlier help seeking for and promote recovery from problem gambling by developing expert-consensus guidelines on the best way a member of the public can give assistance to a person with a gambling problem. These guidelines will be used to inform the curriculum of Mental Health First Aid training courses.

Who is conducting the research?

The research is being conducted by Mental Health First Aid Australia and the Melbourne School of Population and Global Health, University of Melbourne. It has received approval from the University of Melbourne Human Research Ethics Committee.

How is the research being funded?

The research project is funded by a grant from the Victorian Responsible Gambling Foundation.

What will the research involve?

You are invited to be an expert panel member for the development of the guidelines for people experiencing problem gambling. If you agree to participate, you will be asked to do the following:

- Complete approximately three questionnaires via the internet which ask you to rate whether certain actions should be included in the guidelines on how to support a person with a gambling problem. (If you are unable

to access the internet, we will provide a paper version of the questionnaire).

- Provide clarifying comments about items in the questionnaire or provide additional statements about how to support someone with a gambling problem.
- You may be asked to rate the statements again after you have seen a summary of the ratings given by other panel members, as the aim of the project is to achieve consensus about the best way to help someone who may be experiencing a gambling problem. You can choose to either retain or change your original ratings.
- Depending on the level of consensus achieved, several rounds (usually three) of this process may be required.
- Provide any comments on a draft of the guidelines.

Please note that the expert panel will never meet face-to-face. All tasks will be completed individually in your own time. We expect that each survey will take approximately 45-60 minutes to complete. We estimate the total time commitment for this project to be approximately three hours.

Is participation in this research confidential?

All information provided when responding to the questionnaires is confidential. All results from the questionnaires will be published in the form of group percentages and not individual responses. The information provided by participants will be stored electronically and held under password protection, for a minimum period of 5 years. The data will not be used for any purposes other than those described here. A link to each questionnaire will be sent to your email address individually.

How will the outcome/results of this research be made public?

The findings of this research will be published in a scientific journal, on the mental health first aid (www.mhfa.com.au) and Turning Point (www.turningpoint.org.au) websites and in training materials for adults doing Mental Health First Aid courses. Results may also be presented and discussed at local, national and international conferences on gambling problems or mental health first aid.

What if I change my mind?

Participation in this project is voluntary. Return of the questionnaire will imply your consent to participate. If you change your mind about participating, you are free to withdraw from the project at any time and you may also withdraw your data if you wish.

Who is being asked to participate?

We are inviting people to participate as panel members if they have expertise in problem gambling. There are three categories of panel members:

- Professionals with experience in researching or treating individuals with gambling problems
- People who have a live experience of gambling problems but who are currently recovered and in an advocacy/peer support role
- Concerned family members or friends of people who have experienced gambling problems, and who are in an advocacy/peer support role.

Are there any risks?

The only potential risk associated with participation in this study is that you may experience distress if participating in this research brings to mind past difficult memories. If participating in this survey causes you distress and you wish to talk to someone about this, you can contact any of the following:

Australia: Lifeline on 13 11 14

Canada: National Suicide prevention Lifeline on 1800 273 TALK (8255)

UK: Samaritans on 08457 909090

Republic of Ireland: Samaritans on 116 123

USA: National Suicide prevention Lifeline on 1800 273 TALK (8255)

New Zealand: Lifeline Aotearoa on 0800 543 354

What are the benefits?

This project has the potential to lead to earlier help-seeking and better support for people with gambling problems by making the guidelines freely and publically available on-line, as well as by guiding the curriculum of Mental Health First Aid training programs. The first aid guidelines developed by this project will be relevant internationally for English-speaking countries and will be implemented in a range of training courses.

How can I get further information?

If you would like further information before deciding to participate, please contact Kathy Bond by email: kathybond@mhfa.com.au or by phone: +61-3-9079-0208.

What do I do if I want to participate in this research?

Please contact Kathy Bond by email: kathybond@mhfa.com.au or by phone: +61-3-9079-0208.

What if I have concerns about the project?

If you have concerns about the *scientific aspects of this research*, please contact the coordinator of the project, Professor Tony Jorm by email: ajorm@unimelb.edu.au, or by phone: +61-3-9342 3747.

This project has been approved by the University of Melbourne Human Research Ethics Committee. If you have concerns about the *ethics of the study*, please contact: Executive Officer, Human Research Ethics, The University of Melbourne, ph: +61 3 8344 2073; fax: +61 3 9347 6739

Appendix B – Round 1 survey

Helping a person with gambling problems

Information about this survey

Purpose of the research

The purpose of this project is to develop a set of guidelines for the public on how to support someone with gambling problems to seek help and recover.

Your role

You have been selected as a panel member for this study because you are 18 years or over and:

- Have a **lived experience of gambling problems**, but are currently recovered and have experience in an advocacy or peer support role,

OR

- Are a **family member or friend** who has assisted a person with a gambling problem and have experience in an advocacy or peer support role,

OR

- Have a minimum of 2 years' experience **specialising in research on or treatment of** problem gambling.

Your task is to rate the statements presented in this questionnaire according to how important you believe they are for providing guidance to adults helping a person with gambling problems to seek help and recover.

How this questionnaire was developed

The statements in this questionnaire were derived from information collected during a literature review of websites, books, and journal articles. This review examined any written information about how a member of the public can assist a person with gambling problems. Some of the statements may seem contradictory or controversial; however, we have included them because they reflect the wide range of people's beliefs about the best ways to provide help to someone with gambling problems. It is important to note that we do not necessarily agree with these statements; we have included them because we do not believe that we should decide what the best practice is in this area. Rather, we have invited you to be a member of the expert panel to help develop a set of guidelines that reflect current expert opinion.

You will note that there is a place for you to add comments at the end of each section. This is so you can suggest any additional statements you think are important to giving help to a person with gambling problems. These statements will then go into the second questionnaire to be rated by all of the expert panels.

Instructions

Please complete the questionnaire by rating each statement **according to how important you believe it is for inclusion in the guidelines** for helping a person with gambling problems. Please keep in mind that the guidelines will be used by the general public. The statements need to be rated according to their importance for someone **without a counselling or clinical background** helping a person with gambling problems.

This questionnaire should take approximately 60 minutes to complete. You can complete the survey in two or more sittings. Your answers are saved when you click 'Next' at the bottom of a page. This marks your page and you can begin again at a later date on the next page. **Please be aware that once you have logged on and started responding you must complete the questionnaire on the same computer.**

Consent to participate in this research

Helping a person with gambling problems

Consent to participate

It is important for you to know that participation in this study is completely voluntary. You are not under any obligation to participate and you can withdraw at any time.

We would like to thank you for your time and effort and encourage you to provide us with feedback on this process.

Best Wishes,

The Mental Health First Aid Research Team

To participate in this research you must:

- **Have a lived experience of gambling problems**, but are currently recovered and have experience in an advocacy or peer support role,

OR

- **Are a family member or friend** who has assisted a person with a gambling problem and have experience in an advocacy or peer support role,

OR

- Have a minimum of 2 years' experience **specialising in research on or treatment of** problem gambling.

*1. Please tick the appropriate answer.

- ☐ Yes, I meet this criteria.
- ☐ No, I do not meet this criteria.

Thank you!

Thank you for your time and willingness to participate, however you are not eligible to participate in this research. Please exit the survey now.

Consent to participate in this research (cont.)

*2. I understand that by submitting this survey I am giving my consent to participate in this study.

- ☐ Yes, I understand.

Overview of survey content

This survey is divided into the following section:

SECTION 1: Warning signs of a gambling problem

SECTION 2: Awareness of gambling and gambling problems

SECTION 3: Good communication skills

SECTION 4: First aid actions

Helping a person with gambling problems

Definitions of terms used in this survey

First aider refers to a concerned family member, friend, work colleague, or work supervisor who provides help to a person with gambling problems.

The person refers to the person with gambling problems or suspected gambling problems.

Gambling is the staking of money on uncertain events driven by chance.

Gambling problems are difficulties over time in limiting money or time spent on gambling, which leads to adverse consequences for the person, others, or for the community. This could include someone whose gambling problems are at a clinically diagnosable level.

Venue refers to a virtual or land-based location offering gambling or gaming activities with the chance to win money.

Gambling first aid is the help given to the person who is developing a gambling problem or experiencing a mental health crisis related to gambling. The assistance is given until appropriate professional help is received or until the crisis resolves.

Information about you

*3. Which best describes your area of expertise:

- ☐ I have a lived experience of gambling problems
- ☐ I am a family member or friend
- ☐ I have experience specialising in research on or treatment of problem gambling

*4. How old are you?

*5. What is your gender?

- ☐ Female
- ☐ Male
- ☐ Other

*6. Please name all the relevant organisations you are affiliated with and your role within these organisations, e.g. professional organisations, peer support programs, advocacy groups.

*7. Where do you live?

City/Town	<input type="text"/>
State/Province	<input type="text"/>
Country	<input type="text"/>

Section 1: Warning signs

Helping a person with gambling problems

This section contains statements about the warning signs of gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

*8. Behavioural Signs

The first aider should be aware that the following behavioural signs indicate that a person may have gambling problems:

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
The person frequently thinks and talks about gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person frequently uses gambling terms in everyday conversation, e.g. bet, favourite.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person complains of boredom when they are not gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person is restless when they are not gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person's family finds evidence of regular gambling, e.g. gambling receipts, Internet browser history, bank statements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person lies to cover up gambling activities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person gambles every day of the week.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person increases the number or range of venues they gamble in.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person increases the time they spend gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person is evasive about gambling losses.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person expresses thoughts about gambling that are not realistic, e.g. "It must be my turn for a large win."	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person boasts about gambling wins.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person continues to gamble despite promising to stop.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person has tried unsuccessfully to control, cut back or stop gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person has a pattern of gambling for longer than intended.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person is away from home for unexplained periods of time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person lies to fund gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person commits illegal acts to fund	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems

gambling, e.g. embezzlement, fraud.

The person steals from family or friends to fund gambling.

☐ ☐ ☐ ☐ ☐

The person has legal problems related to gambling.

☐ ☐ ☐ ☐ ☐

Before gambling, the person expresses a fear that they may miss an opportunity to win, e.g. "If I don't gamble today my lucky numbers will come up and I will miss out."

☐ ☐ ☐ ☐ ☐

Before gambling, the person is over-confident or expresses fantasies about winning.

☐ ☐ ☐ ☐ ☐

Before gambling, the person expresses excitement in anticipation of gambling.

☐ ☐ ☐ ☐ ☐

After winning, the person expresses relief.

☐ ☐ ☐ ☐ ☐

After winning, the person expresses a conviction that the win was the result of their skill.

☐ ☐ ☐ ☐ ☐

After winning, the person appears to have an elated mood.

☐ ☐ ☐ ☐ ☐

The person celebrates their wins by gambling more.

☐ ☐ ☐ ☐ ☐

After losing, the person expresses fear of others finding out.

☐ ☐ ☐ ☐ ☐

After losing, the person expresses worry over where they will get money to cover living expenses.

☐ ☐ ☐ ☐ ☐

After losing, the person expresses anger towards themselves.

☐ ☐ ☐ ☐ ☐

After losing, the person uses alcohol to forget about gambling problems.

☐ ☐ ☐ ☐ ☐

The person has a pattern of returning to gambling in order to recover losses.

☐ ☐ ☐ ☐ ☐

9. Please provide any additional behavioural signs:

Section 1: Warning signs (cont.)

This section contains statements about the warning signs of gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Helping a person with gambling problems

*10. Financial Signs

The first aider should be aware that the following financial signs indicate that a person may have gambling problems:

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
The family believes they can't trust the person with money.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Valuables disappear (and may reappear) without explanation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person is bad-tempered about money.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person hides financial statements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person is secretive about money.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person cannot explain missing amounts of money from the house or bank accounts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person constantly swaps money from one account to another.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person has numerous personal loans.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The family finds hidden and unexplained money, e.g. money in a separate bank account, cash hidden in a drawer.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person's family has to hide money from the person in order to cover living expenses.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person or their family has experienced financial hardship as a result of gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person is consistently late in paying bills or misses payments entirely.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person complains about mounting debts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person has a history of defaulting on payments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person or their family is frequently bothered by debt collectors.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person owes money to a loan shark.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person takes on extra jobs or works for overtime pay, but has no money to show for it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person cashes in investments or other assets early.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person is frequently short of money.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person has a pattern of unexplained loss of money.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems

The person has a history of reporting that their money has been stolen or lost.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person borrows money to gamble or to pay gambling debts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person has a pattern of spending all available funds in an episode of gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Over time, the person increases the amount of money spent on gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person believes that gambling will solve their financial difficulties or bring material wealth.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person does not want to spend money on anything but gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Please provide any additional financial signs:

Section 1: Warning signs

This section contains statements about the warning signs of gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Helping a person with gambling problems

*12. Mental and physical health signs

The first aider should be aware that the following mental and physical health signs indicate that a person may have gambling problems:

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
The person has experienced negative emotions as a result of gambling, e.g. sadness, anxiety, stress, anger.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person's family has experienced negative emotions as a result of gambling, e.g. sadness, anxiety, stress, anger.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person's mental health has been negatively affected as a result of gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The mental health of the person's family has been negatively affected as a result of gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person experiences remorse or feels depressed after gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person's self-esteem is tied to their gambling wins and losses.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person gambles to escape problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person's physical health has been negatively affected as a result of gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The physical health of the person's family has been negatively affected as a result of gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. Please provide any additional mental or physical health signs:

Section 1: Warning signs (cont.)

This section contains statements about the warning signs of gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Helping a person with gambling problems

*14. Social signs

The first aider should be aware that the following social signs indicate that a person may have gambling problems:

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
The person's relationships have been negatively affected as a result of gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person's or their family's social life has been negatively affected as a result of gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person's partner is threatening to leave or break up the family due to the gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person has conflicts with others about money.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person is criticised by others for their gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person's reputation has suffered due to gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. Please provide any additional social signs:

Section 1: Warning signs (cont.)

This section contains statements about the warning signs of gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Helping a person with gambling problems

*16. Signs evident while gambling

The first aider should be aware that the following signs indicate that a person may have gambling problems:

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
The person gambles for three or more hours without a break of at least 15 minutes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person gambles for five or more hours without a break of at least 15 minutes.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person focuses so intensely on gambling that they don't react to what is going on around them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
While gambling, the person avoids contact with others or communicates very little with anyone else.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person bets above the minimum per spin most of the time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person has a significant change in their gambling expenditure pattern while gambling, e.g. sudden increases in size of bets.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person stays on to gamble after friends leave the venue.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person stops gambling only when the venue is closing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person finds it difficult to stop gambling at closing time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person regularly starts gambling as soon as the venue is open.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person asks venue staff to not let other people know that they are there.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person has friends or relatives call or arrive at the venue asking if the person is still there.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person withdraws cash two or more times while at a gambling venue.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person borrows money from others while at the venue.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person asks for a loan or credit from the venue.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person gambles with large wins.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person leaves the venue to find money so that they can continue gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person rummages around in purse or wallet for additional money to gamble.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems

The person gambles until all the money they have with them is used up.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person is shaking while gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person sweats a lot while gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person looks nervous or edgy, e.g. leg switching, bites lip continuously.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person displays anger, e.g. swears to themselves, grunts, kicks or strikes gaming machine .	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person looks very sad or depressed after gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person cries after losing a lot of money.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person sits with their head in their hands after losing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person blames venues or gaming machines for losing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person swears at or complains to staff about losing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person groans repeatedly while gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person shows significant changes in mood during a gambling session.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person appears to avoid the cashier or appears evasive by only using cash machine.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person gambles after having drunk a lot of alcohol.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person plays the gaming machine very roughly and aggressively, e.g. with fists or slaps.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person stands over other players while waiting for his or her favourite gaming machine.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person becomes angry if someone takes the person's favourite gaming machine or spot in the venue.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
After winning on gaming machines, the person plays on quickly without stopping to listen to the music or jingle.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person gambles on 2 or more gaming machines at once (where this is allowed).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person plays faster than most (e.g. inserts large numbers of coins into the gaming machine very rapidly, presses the buttons very rapidly so that the spin rate is very fast).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person performs ritualistic or superstitious routines while gambling, e.g. compulsively rubs belly of machine or screen while playing.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems

The person rushes from one gaming machine or gaming table to another.

17. Please provide any additional signs that may be apparent while the person is gambling:

Section 1: Warning signs (cont.)

This section contains statements about the warning signs of gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Helping a person with gambling problems

*18. Signs evident while at work

The first aider should be aware that the following signs at work indicate that a person may have gambling problems:

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
The person gambles during work time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person reads newspaper and sports literature related to gambling at work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person repeatedly violates company gambling policy.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person's ability to work or study has been negatively affected as a result of gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person is away from work for unexplained periods of time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person's use of company money seems suspicious or inappropriate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person takes sick days as soon as they are available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person has a role in financial management and takes their annual leave in isolated days rather than in blocks of time, so that others do not take over their responsibilities while they are away.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person offers to collect money and place bets for others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person plans holidays around gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person runs workplace gambling activities, sports pools, tipping competitions or sweeps.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person organises workplace social events that revolve around gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person receives visits or phone calls from debt collectors while at work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person asks for advances on their pay.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person borrows money from co-workers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person argues with co-workers over money owed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person steals items from their company to resell.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person sells items at work (either personal or stolen items).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The person arranges to have personal financial statements sent to work rather than home.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems

19. Please provide any additional signs that may be apparent while the person is at work:

Section 2: Awareness about gambling and gambling problems

This section contains statements about what the first aider needs to know about gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

First aider awareness about gambling problems

***20. The first aider should understand that it is important to help a person with gambling problems because of the possible significant consequences, e.g. relationship breakdown, criminal sanctions, loss of employment, suicide, poor physical and mental health.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***21. The first aider should learn all they can about gambling problems by reading about them.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***22. The first aider should learn all they can about gambling problems by attending a support group.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***23. The first aider should be aware of the risk factors for [problem gambling](#).**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***24. The first aider should know that some types of gambling can cause more problems than others (e.g. gaming machines), however any form of gambling can become a problem.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***25. The first aider should know about the common motivations for gambling, e.g. to win money, or because it is fun, exciting or social.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems

***26. The first aider should know about the common motivations for gambling in people with gambling problems, e.g. chasing losses, escaping negative emotions, building self-esteem.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***27. The first aider should be aware that the person may see gambling as the only way to make up for losses.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***28. The first aider should know that the person may feel the need to gamble with increasing amounts of money as a way to achieve desired feelings of excitement.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***29. The first aider should know that gambling problems are mental health problems.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***30. The first aider should be aware that people with gambling problems are likely to have other mental health problems, e.g. depression, anxiety, alcohol or other drug use problems.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

31. Are there any additional statements you think are important to giving help to a person with gambling problems? Please write your suggestions in the box provided.

<div></div>

Section 2: Awareness about gambling and gambling problems (cont.)

This section contains statements about what the first aider needs to know about the person with gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

The person's awareness about their gambling problems

***32. The first aider should be aware that a person with gambling problems may not see them as a problem, even though it may be obvious to those around them.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems

***33. The first aider should be aware that a person with gambling problems may not see them as a problem, until they experience a crisis that they cannot solve themselves.**

Essential

☐

Important

☐

Don't know/Depends

☐

Unimportant

☐

Should not be included

☐

***34. The first aider should be aware that the person may go through cycles of awareness and denial that their gambling is a problem.**

Essential

☐

Important

☐

Don't know/Depends

☐

Unimportant

☐

Should not be included

☐

***35. The first aider should know that the person's family member or partner may not be aware or able to admit that the person has gambling problems.**

Essential

☐

Important

☐

Don't know/Depends

☐

Unimportant

☐

Should not be included

☐

36. Are there any additional statements you think are important to giving help to a person with gambling problems? Please write your suggestions in the box provided.

Section 2: Awareness about gambling and gambling problems (cont.)

This section contains statements about what the first aider needs to know about treatment and recovery for gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Awareness about treatment and recovery

***37. The first aider should know that a gambling problem is an illness that cannot be cured, but that the person can learn to abstain.**

Essential

☐

Important

☐

Don't know/Depends

☐

Unimportant

☐

Should not be included

☐

***38. The first aider should know that the goals of treatment could be either abstinence from gambling or restricting gambling activities.**

Essential

☐

Important

☐

Don't know/Depends

☐

Unimportant

☐

Should not be included

☐

***39. The first aider should know that gambling problems can be successfully treated.**

Essential

☐

Important

☐

Don't know/Depends

☐

Unimportant

☐

Should not be included

☐

Helping a person with gambling problems

***40. The first aider should not assume that a gambling problem is a phase the person is likely to pass through.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***41. The first aider should be aware that recovery from gambling problems is a slow process.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***42. The first aider should know that support from family and friends can assist the person's recovery.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***43. The first aider should encourage the person to seek treatment with their partner or a family member.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***44. The first aider should know the [Stages of Change Model](#) and its implications for helping the person.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***45. The first aider should be aware that the person may have tried and failed repeatedly to control, cut back or stop gambling.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***46. The first aider should be familiar with the effective treatments available for gambling problems.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

47. Are there any additional statements you think are important to giving help to a person with gambling problems? Please write your suggestions in the box provided.

Section 2: Awareness about gambling and gambling problems (cont.)

This section contains statements about what the first aider needs to know about treatment and recovery for gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Helping a person with gambling problems

Awareness about gambling resources

***48. The first aider should be aware that the person may need to access various services, including medical help, gambling counselling, legal services, mental health services, financial counselling, vocational rehabilitation or social assistance.**

Essential Important Don't know/Depends Unimportant Should not be included

☐ ☐ ☐ ☐ ☐

***49. The first aider should be aware of resources to help the person with their gambling problems.**

Essential Important Don't know/Depends Unimportant Should not be included

☐ ☐ ☐ ☐ ☐

***50. The first aider should inform the person about available sources of help.**

Essential Important Don't know/Depends Unimportant Should not be included

☐ ☐ ☐ ☐ ☐

***51. The first aider should encourage the person to seek the type of help that is most appropriate for them.**

Essential Important Don't know/Depends Unimportant Should not be included

☐ ☐ ☐ ☐ ☐

***52. The first aider should be aware of resources that can help the person to manage their financial difficulties.**

Essential Important Don't know/Depends Unimportant Should not be included

☐ ☐ ☐ ☐ ☐

***53. The first aider should be aware of any local mechanisms for excluding people with gambling problems from venues.**

Essential Important Don't know/Depends Unimportant Should not be included

☐ ☐ ☐ ☐ ☐

54. Are there any additional statements you think are important to giving help to a person with gambling problems? Please write your suggestions in the box provided.

Section 3: Good communication skills

This section contains statements about how to communicate with the person about gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Preparing to talk with the person

Helping a person with gambling problems

***55. The first aider should be prepared for the full range of responses they may encounter when talking with the person about their gambling problems, e.g. relief, anger.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***56. The first aider should prepare for approaching the person about their gambling problems by speaking in advance to a professional who is knowledgeable about gambling problems.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***57. The first aider should practice what they want to say beforehand, e.g. writing it out or practicing with another person.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***58. The first aider should consider writing down their concerns and presenting these to the person.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***59. The first aider should prepare by having information about available help for gambling problems.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***60. The first aider should choose an appropriate place to talk, e.g. private, away from distractions and interruptions.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***61. The first aider should pick a time when both the first aider and the person are feeling well, rather than tired or upset.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***62. The first aider should choose a time when there is enough time to talk.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

63. Are there any additional statements you think are important to giving help to a person with gambling problems? Please write your suggestions in the box provided.

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Helping a person with gambling problems

Section 3: Good communication skills (cont.)

This section contains statements about how to communicate with the person about gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Talking with the person

***64. When approaching the person to discuss their gambling problems, the first aider should:**

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
Try to talk about the gambling problems in a calm and rational manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
State some positive things about the person and their relationship with the first aider.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use 'I' statements rather than 'you' statements, e.g. "I feel worried when I don't know when you are coming home or how much money you will have spent," rather than "You upset me when you are late and have spent all our money."	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Talk about what they have noticed, e.g. that the person spends a lot of time at gambling venues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Focus on specific concerns about the person's behaviour and its impact.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Focus on the impact of the person's gambling behaviour rather than on the person themselves as the problem.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Focus on what the person is going to do about their gambling problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ask the person for their perspective and allow them to tell their story.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Validate the person's experience and feelings, e.g. "I understand that gambling is important to you."	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

65. Are there any additional statements you think are important to giving help to a person with gambling problems? Please write your suggestions in the box provided.

Section 3: Good communication skills (cont.)

This section contains statements about how to communicate with the person about gambling problems.

Helping a person with gambling problems

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Talking with the person (cont.)

***66. The first aider should avoid:**

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
Lecturing the person about their gambling problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interrogating the person about their gambling activities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trying to control the person by threatening, bribing, crying, or nagging.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arguing with the person.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Verbally or physically attacking the person.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

67. Are there any additional statements you think are important to giving help to a person with gambling problems? Please write your suggestions in the box provided.

Section 3: Good communication skills (cont.)

This section contains statements about how to communicate with the person about gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Talking with the person (cont.)

***68. The first aider should be aware the person may make promises that they are unable to keep.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***69. The first aider should be aware that the person may use denial, minimisation, rationalisation or blaming when approached by the first aider about their gambling problems.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***70. The first aider should be aware that the person may lie about their gambling problems.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems

***71. The first aider should keep private any discussions with the person.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***72. The first aider should keep private any discussions with the person, unless there is concern about the safety of the person or others.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***73. The first aider should be aware that a person with gambling problems may feel ashamed or embarrassed.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***74. The first aider should be aware the person may not want to talk to them about their gambling problems because of feelings of shame.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***75. If the person does not want to talk to the first aider about their gambling problems, the first aider should tell them about services that are available to help them.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

76. Are there any additional statements you think are important to giving help to a person with gambling problems? Please write your suggestions in the box provided.

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Section 3: Good communication skills (cont.)

This section contains statements about how to communicate with the person about gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Dealing with difficulties when interacting with the person

***77. If the person doesn't want to talk about the gambling problems right now, the first aider should let the person know that they are available to talk when the person is ready.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems

***78. If the person tries to change the subject, the first aider should keep the conversation focused on the gambling problems.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***79. If the person denies or rationalises their gambling problems, the first aider should be prepared to offer evidence of the problem, e.g. credit card or bank statements.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***80. If the person continues to deny or rationalise the problems, the first aider should end the discussion and try again at another time.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***81. If the conversation ends without a resolution, the first aider should try to get agreement from the person on another time to continue the discussion.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***82. If the conversation becomes unproductive or aggressive, the first aider should end the discussion and try again at another time.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***83. If the first aider finds it difficult to approach the person about their gambling problems, they should consider anonymously sending them information about gambling problems.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

84. Are there any additional statements you think are important to giving help to a person with gambling problems? Please write your suggestions in the box provided.

Section 4: Gambling first aid actions

This section contains statements about what the first aider should do to support someone with gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Encouraging help-seeking

Helping a person with gambling problems

***85. The first aider should talk with the person as soon as they suspect the person has gambling problems, as early intervention may reduce the negative impact.**

Essential

☐

Important

☐

Don't know/Depends

☐

Unimportant

☐

Should not be included

☐

***86. The first aider should encourage the person to seek professional help for their gambling problems.**

Essential

☐

Important

☐

Don't know/Depends

☐

Unimportant

☐

Should not be included

☐

***87. If the person asks, the first aider should go with the person to an appointment for professional help.**

Essential

☐

Important

☐

Don't know/Depends

☐

Unimportant

☐

Should not be included

☐

***88. The first aider should encourage the person to attend a support group.**

Essential

☐

Important

☐

Don't know/Depends

☐

Unimportant

☐

Should not be included

☐

***89. The first aider should encourage the person to use self-help strategies.**

Essential

☐

Important

☐

Don't know/Depends

☐

Unimportant

☐

Should not be included

☐

***90. The first aider should not attempt to force the person to seek professional help or attend a support group.**

Essential

☐

Important

☐

Don't know/Depends

☐

Unimportant

☐

Should not be included

☐

91. Are there any additional statements you think are important to giving help to a person with gambling problems? Please write your suggestions in the box provided.

Section 4: Gambling first aid actions (cont.)

This section contains statements about what the first aider should do to support someone with gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Encouraging help-seeking (cont.)

Helping a person with gambling problems

*92. The first aider can encourage help-seeking by pointing out that:

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
Many people with gambling problems have benefited from professional help.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Many people with gambling problems have benefited from support groups.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Many people with gambling problems have benefited from self-help strategies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seeking help is not a sign of weakness.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seeking help is a sensible thing to do when experiencing a problem, like seeing a doctor for a health problem.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The sooner the problem is addressed the easier it is to overcome.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any professional help will be confidential.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

93. Are there any additional statements you think are important to giving help to a person with gambling problems? Please write your suggestions in the box provided.

Section 4: Gambling first aid actions (cont.)

This section contains statements about what the first aider should do to support someone with gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Encouraging help-seeking (cont.)

*94. The first aider should help the person take responsibility for their gambling problems by allowing the person to experience the consequences of their gambling, e.g. dealing with debt, experiencing problems with relationships.

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*95. If the first aider pays the person's debts or expenses, they should insist that the person gets professional help.

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*96. If the first aider pays the person's debts or expenses, they should make arrangements for the person to pay back the loan, even if it is a small amount each week.

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems

***97. The first aider should work with the person to agree on acceptable behaviours, e.g. talking to a professional, staying within agreed spending limits.**

Essential

☐

Important

☐

Don't know/Depends

☐

Unimportant

☐

Should not be included

☐

***98. The first aider should put any agreement about behaviour change in writing and ask the person to sign the document.**

Essential

☐

Important

☐

Don't know/Depends

☐

Unimportant

☐

Should not be included

☐

99. Are there any additional statements you think are important to giving help to a person with gambling problems? Please write your suggestions in the box provided.

Section 4: Gambling first aid actions (cont.)

This section contains statements about what the first aider should do to support someone with gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Supporting change

***100. The first aider should know about the common false beliefs that can lead to gambling problems, e.g. belief that they can beat the system or superstitions about luck.**

Essential

☐

Important

☐

Don't know/Depends

☐

Unimportant

☐

Should not be included

☐

***101. The first aider should tell the person about the common false beliefs that can lead to gambling problems, e.g. belief that they can beat the system or superstitions about luck.**

Essential

☐

Important

☐

Don't know/Depends

☐

Unimportant

☐

Should not be included

☐

***102. The first aider should discourage people, such as family and friends from taking responsibility for the consequences of the gambling problems.**

Essential

☐

Important

☐

Don't know/Depends

☐

Unimportant

☐

Should not be included

☐

103. Are there any additional statements you think are important to giving help to a person with gambling problems? Please write your suggestions in the box provided.

Helping a person with gambling problems

Section 4: Gambling first aid actions (cont.)

This section contains statements about what the first aider should do to support someone with gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Supporting change (cont.)

*104. The first aider should not:

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
Give the person money.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Give the person money, except to avoid severe consequences, e.g. legal sanctions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pay the person's debt.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pay the person's debt, except to avoid severe consequences, e.g. legal sanctions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cover the person's basic living expenses.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cover the person's basic living expenses, except to avoid severe consequences, e.g. homelessness.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deny the person's basic needs, e.g. food or shelter.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Take responsibility away from the person for managing their financial problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cover for the person's behaviours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lie to cover for the person's behaviours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Deny to themselves or others that the person has a problem.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expect the person to be rational about their gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expect the person to immediately control their gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accept blame for the person's gambling problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Justify the person's gambling, to themselves or others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Minimise the person's gambling problems in order to avoid conflict.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Go gambling with the person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drop off or pick up the person from gambling activities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tell the person to just stop gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use shame or guilt to force the person into change.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems

105. Are there any additional statements you think are important to giving help to a person with gambling problems? Please write your suggestions in the box provided.

Section 4: Gambling first aid actions (cont.)

This section contains statements about what the first aider should do to support someone with gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

If the person does not want to change their gambling behaviours

***106. If the person does not want to change their gambling behaviours, the first aider should ask the person if gambling and its consequences are getting in the way of them living the life they want to live.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***107. If the person is unwilling to seek professional help, the first aider should set limits around what behaviours they are willing and unwilling to accept from the person.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***108. The first aider should not sever the relationship or distance themselves from the person.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***109. If the person does not follow through with the recommendations to get treatment and asks for financial or practical help in the future, the first aider should refuse unless the person agrees to treatment.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***110. The first aider should not use ultimatums.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***111. The first aider should not threaten consequences for the person's gambling behaviour that they are not prepared to carry out.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems

112. Are there any additional statements you think are important to giving help to a person with gambling problems? Please write your suggestions in the box provided.

Section 4: Gambling first aid actions (cont.)

This section contains statements about what the first aider should do to support someone with gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Reducing the negative impact of gambling

***113. If the person decides to continue gambling, the first aider should encourage them to reduce the negative impact of gambling by:**

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
Limiting time spent on gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Limiting money spent on gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Only gambling with money that the person can afford to lose.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Restricting their gambling to activities where the person has greater control over their behaviour.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Balancing time spent on gambling with other activities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Keeping a record of gambling wins and losses.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eating before gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stopping gambling after a win.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taking regular breaks while gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gambling with someone who limits their gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

114. Are there any additional statements you think are important to giving help to a person with gambling problems? Please write your suggestions in the box provided.

Section 4: Gambling first aid actions (cont.)

This section contains statements about what the first aider should do to support someone with gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Helping a person with gambling problems

Reducing the negative impact of gambling (cont.)

***115. If the person decides to continue gambling, the first aider should encourage them to reduce the negative impact of gambling by not:**

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
Gambling to earn money or pay debts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trying to win back gambling losses.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using borrowed money to gamble.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using personal investments or savings to gamble.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taking cash or bank cards to access extra money while gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gambling when their judgment is impaired by alcohol or other drugs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gambling to escape from problems or feelings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gambling when angry or upset.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gambling alone.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

116. Are there any additional statements you think are important to giving help to a person with gambling problems? Please write your suggestions in the box provided.

Section 4: Gambling first aid actions (cont.)

This section contains statements about what the first aider should do to support someone with gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Helping the person who wants to change their gambling behaviours

***117. If the person decides to seek professional help, the first aider should offer to support the person during this, e.g. talk with the person about issues, skills and exercises that come out of therapy.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***118. If the person decides to use self-help strategies, the first aider should offer to support the person during this.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems

***119. The first aider should help the person list the advantages and disadvantages of gambling.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***120. The first aider should encourage the person to write down, on a daily basis, the negative consequences of gambling.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***121. The first aider should encourage the person to write down, on a daily basis, the positive consequences of not gambling.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***122. The first aider should help the person make a list of strategies that can help them change their gambling behaviours.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***123. If the person is attempting to change their gambling behaviours, the first aider should focus on the future, rather than past mistakes.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***124. If the person is attempting to change their gambling behaviours, the first aider should note any positive behavioural changes and congratulate the person on these.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***125. If the person sets a budget and asks for help sticking to it, the first aider should support them in this.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***126. The first aider should be aware that the person who has stopped or reduced their gambling may experience a gap in their life that gambling used to fill, e.g. reduction in social activities.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***127. The first aider should suggest activities that they can do with the person that do not involve gambling, e.g. going to the movies or to a restaurant, reconnecting with family and friends.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems

***128. If the person is experiencing anxiety, anger, stress, depression or boredom, the first aider should provide social support, as these may be triggers for worsening of gambling problems.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***129. The first aider should discuss with the person possible strategies for handling gambling urges and encourage the person to use them.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***130. If the person gambles online, the first aider should encourage them to use software programs that block certain sites, restrict access time or that monitor and report all activity from a computer.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 4: Gambling first aid actions (cont.)

This section contains statements about what the first aider should do to support someone with gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Helping the person who wants to change their gambling behaviours (cont.)

***131. The first aider should encourage the person to do the following:**

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
Accept that they will not win back past gambling losses.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Refrain from all forms of gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduce the amount of time and money spent on gambling.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tell those close to them about every aspect of their gambling problem including all of their debts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Avoid spending time with people who are associated with gambling activities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regularly read a self-help book or website about changing their gambling behaviour.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seek support from family, friends or others to help them change their gambling behaviour.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems

***132. The first aider should be aware that although relapse is a problem, a relapse does not indicate that the person cannot recover.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***133. If the person has a relapse, the first aider should tell them that this is not a sign of long-term failure of recovery.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

134. Are there any additional statements you think are important to giving help to a person with gambling problems? Please write your suggestions in the box provided.

Section 4: Gambling first aid actions (cont.)

This section contains statements about what the first aider should do to support someone with gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Financial strategies

***135. The first aider should work with the person to address financial problems.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***136. In order to limit access to money for gambling, the first aider should ask the person to consider the following:**

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
Allowing someone else to manage their finances, e.g. partner or other family member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Setting up accounts and loans so that they require a second signature.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Receiving an allowance from a family member so that the majority of the money can be used for household expenses.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paying all critical household expenses before paying off gambling debts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

137. Are there any additional statements you think are important to giving help to a person with gambling problems? Please write your suggestions in the box provided.

Helping a person with gambling problems

Section 4: Gambling first aid actions (cont.)

This section contains statements about what the first aider should do to support someone with gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Interventions

An intervention is when a group of people who care about the person meet with the person to point out the behaviours that are causing problems and ask them to stop. An intervention includes a discussion around the consequences for the person if they do not get help for their gambling problem.

***138. The first aider should not organise an intervention.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***139. The first aider should consider organising an intervention to help encourage the person to get professional help for their gambling problems.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

140. Are there any additional statements you think are important to giving help to a person with gambling problems? Please write your suggestions in the box provided.

Helping a person with gambling problems

*141. If the first aider decides to arrange an intervention, they should:

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
Consider engaging the help of a professional when organising an intervention.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Include friends and family who they know will be able to support the person in their recovery.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Select a location for the intervention that is not too familiar or comfortable for the person.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organise the intervention in such a way that it is a surprise for the person.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Plan the goals and content of the intervention.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organise the intervention in a way that the person feels supported and cared for rather than punished or shamed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Practice the intervention with someone who is trained in conducting interventions (if available).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Describe each unacceptable behaviour.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Be specific about the time and place of each behaviour.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Describe the feelings each incident aroused in the first aider.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Only list the behaviours that the first aider has observed, not what they have been told.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

142. Are there any additional statements you think are important to giving help to a person with gambling problems? Please write your suggestions in the box provided.

Section 4: Gambling first aid actions (cont.)

This section contains statements about what the first aider should do to support someone with gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

When there are concerns for safety

*143. The first aider should be aware that suicidal thoughts and behaviours are more common in people with gambling problems.

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems

***144. The first aider should be aware that the person may see suicide as a way to avoid difficult confrontations with loved ones or creditors.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***145. The first aider should be aware that the person may see suicide as a viable solution to financial problems due to life insurance payouts.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***146. The first aider should be aware of the [Mental Health First Aid Guidelines](#) for how to help someone with suicidal thoughts or behaviours.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***147. If the first aider is afraid that the person may harm themselves or someone else, the first aider should seek professional support before taking action to deal with the person's gambling problems.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***148. The first aider should act to protect any children who are being neglected as a result of the person's gambling.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***149. If the person is involved with loan sharks, the first aider should consider consulting the police.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***150. If the person is involved with loan sharks, the first aider should encourage the person to consult the police.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***151. If the person is involved in illegal activities related to their gambling, the first aider should:**

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
Encourage the person to stop these activities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Encourage the person to seek legal help.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Encourage the person to confess to the police.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consult the police.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems

***152. The first aider should be aware that supporting a person with a gambling problem can be difficult and should know how to access support for themselves.**

Essential



Important



Don't know/Depends



Unimportant



Should not be included



153. Are there any additional statements you think are important to giving help to a person with gambling problems? Please write your suggestions in the box provided.

Thank you!

Thank you for your time!

That is the end of the first round survey. Thank you very much for your contribution.

If participating in this survey has caused you distress and you wish to talk to someone about this, you can contact any of the following:

Australia: Lifeline on 13 11 14

New Zealand: Lifeline Aotearoa on 0800 543 354

UK: Samaritans on 08457 909090

Republic of Ireland: Samaritans on 116 123

USA: National Suicide prevention Lifeline on 1800 273 TALK (8255)

Canada: National Suicide prevention Lifeline on 1800 273 TALK (8255)

By pressing the 'Next' button your responses will be registered with our survey software. Once all panel members have lodged their responses, we will collate the data and send you a report on the findings and the second survey.

Kind Regards,

The Mental Health First Aid Research Team

Appendix C – Round 2 survey

Helping a person with gambling problems- Round 2

Information about this survey

How this questionnaire was developed

The statements in this questionnaire were derived from the results of the Round 1 survey. You will note that each statement is marked as either a new or rerate item. New items were derived from the comments provided in the first survey. An item is rerated when 80% or more of the panel members from 1 of the groups rated it as essential or important **AND** if 70%–79% of panel members from the other panel rated it as essential or important.

Instructions

Please complete the questionnaire by rating each statement **according to how important you believe it is for inclusion in the guidelines** for helping a person with gambling problems. Please keep in mind that the guidelines will be used by the general public. The statements need to be rated according to their importance for someone **without a counselling or clinical background** helping a person with gambling problems.

This questionnaire should take approximately 60 minutes to complete. You can complete the survey in two or more sittings. Your answers are saved when you click 'Next' at the bottom of a page. This marks your page and you can begin again at a later date on the next page. **Please be aware that once you have logged on and started responding you must complete the questionnaire on the same computer.**

***1. Please provide your name so I can verify who is eligible to complete Round 3 and therefore is eligible for the payment.**

Helping a person with gambling problems- Round 2

Definitions of terms used in this survey

First aider refers to a concerned family member, friend, work colleague, or work supervisor who provides help to a person with gambling problems.

The person refers to the person with gambling problems or suspected gambling problems.

Gambling is the staking of money on uncertain events driven by chance.

Gambling problems are difficulties over time in limiting money or time spent on gambling, which leads to adverse consequences for the person, others, or for the community. This could include someone whose gambling problems are at a clinically diagnosable level.

Venue refers to a virtual or land-based location offering gambling or gaming activities with the chance to win money.

Gambling first aid is the help given to the person who is developing a gambling problem or experiencing a mental health crisis related to gambling. The assistance is given until appropriate professional help is received or until the crisis resolves.

Helping a person with gambling problems- Round 2

Section 1: Warning signs

This section contains statements about the warning signs of gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

*2. The first aider should give the person a list of the signs of gambling problems and ask the person to consider if any of the signs apply to them. (New)

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*3. Behavioural Signs

The first aider should be aware that the following behavioural signs indicate that a person may have gambling problems:

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
1. The person expresses guilt about their gambling (New).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The person is evasive or defensive when questioned about missed events or responsibilities. (New)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The person becomes defensive or angry when asked about their gambling. (New)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The person blames others for their gambling or its consequences. (New)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The person neglects the basic care of their children. (New)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The person breaks promises to their children about buying them things or spending time with them due to gambling activities. (New)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The person argues with their partner when the partner spends money on household necessities. (New)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The person causes arguments so they can leave home and gamble. (New)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. The person makes excuses not to attend family events. (New)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. The person checks sports scores or racing results frequently, e.g. online, mobile device. (New)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. The person gambles rather than doing things they previously enjoyed. (New)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. The person reports that they cannot recall periods when they were gambling. (New)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. The person expresses a strong desire	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems- Round 2

or craving to gamble. (New)

14. The person reports dreaming about gambling. (New)

15. The person gambles every day of the week. (Rerate)

16. The person gambles almost every day. (New)

17. The person increases the number or range of venues they gamble in. (Rerate)

18. The person boasts about gambling wins. (Rerate)

19. Before gambling, the person expresses a fear that they may miss an opportunity to win, e.g. "If I don't gamble today my lucky numbers will come up and I will miss out." (Rerate)

20. Before gambling, the person is over-confident or expresses fantasies about winning. (Rerate)

21. After a gambling loss, the person expresses anger towards family or friends. (New)

22. After a gambling loss, the person expresses hopelessness. (New)

23. After a gambling loss, the person engages in risky behaviour. (New)

Helping a person with gambling problems- Round 2

Section 1: Warning signs (cont.)

This section contains statements about the warning signs of gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

*4. Financial Signs

The first aider should be aware that the following financial signs indicate that a person may have gambling problems:

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
1. The family believes they can't trust the person with money. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The person has numerous personal loans. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The person has a history of defaulting on payments. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The person or their family is frequently bothered by debt collectors. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The person cashes in investments or other assets early. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The person makes promises to pay back family and friends but never does so. (New)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The person is aware of all the ATM/money machines close to the venue. (New)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The person increases their usage of or acquires additional credit cards. (New)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. The person alternates between having no money and have abundant amounts of money. (New)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems- Round 2

Section 1: Warning signs

This section contains statements about the warning signs of gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

*5. Mental and physical health signs

The first aider should be aware that the following mental and physical health signs indicate that a person may have gambling problems:

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
1. The person does not look after their health as a result of their gambling activities, e.g. does not take medication or eat a healthy diet. (New)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The person does not look after personal hygiene due to gambling problems. (New)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The person has frequent unexplained mood swings. (New)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems- Round 2

Section 1: Warning signs (cont.)

This section contains statements about the warning signs of gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

*6. Social signs

The first aider should be aware that the following social signs indicate that a person may have gambling problems:

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
1. The person's reputation has suffered due to gambling. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The person disappears from social events where gambling is also available, in order to gamble. (New)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The person is unable to be emotionally present or involved in social situations because they are pre-occupied with gambling. (New)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The person isolates themselves because of gambling. (New)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems- Round 2

Section 1: Warning signs (cont.)

This section contains statements about the warning signs of gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

*7. Signs evident while gambling

The first aider should be aware that the following signs indicate that a person may have gambling problems:

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
1. The person gambles for three or more hours without a break of at least 15 minutes. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. While gambling, the person avoids contact with others or communicates very little with anyone else. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The person avoids taking phone calls while at a gambling venue. (new)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The person has a significant change in their gambling expenditure pattern while gambling, e.g. sudden increases in size of bets. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The person asks venue staff to not let other people know that they are there. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The person borrows money from others while at the venue. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. The person asks for a loan or credit from the venue. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. The person gambles until all the money they have with them is used up. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. The person cries after losing a lot of money. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. The person blames venues or gaming machines for losing. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. The person becomes angry if someone takes the person's favourite gaming machine or spot in the venue. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. The person plays faster than most (e.g. inserts large numbers of coins into the gaming machine very rapidly, presses the buttons very rapidly so that the spin rate is very fast). (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. The person is particular about reserving their machine while they take a break. (New)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. The person offers to show others how	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems- Round 2

to win at gambling. (New)

15. The person often gambles on their own. (New)



Helping a person with gambling problems- Round 2

Section 1: Warning signs (cont.)

This section contains statements about the warning signs of gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

*8. Signs evident while at work

The first aider should be aware that the following signs at work indicate that a person may have gambling problems:

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
1. The person repeatedly violates company gambling policy. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The person's use of company money seems suspicious or inappropriate. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The person receives visits or phone calls from debt collectors while at work. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The person borrows money from co-workers. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The person argues with co-workers over money owed. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. The person sells items at work (either personal or stolen items). (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems- Round 2

Section 2: Awareness about gambling and gambling problems

This section contains statements about what the first aider needs to know about gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

First aider awareness about gambling problems

***9. The first aider should learn all they can about gambling problems by reading about them. (Rerate)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***10. The first aider should know about the common motivations for gambling, e.g. to win money, or because it is fun, exciting or social. (Rerate)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***11. The first aider should know that gambling problems are mental health problems. (Rerate)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***12. The first aider should be aware that there is an increased risk of violence in families affected by gambling problems. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems- Round 2

Section 2: Awareness about gambling and gambling problems (cont.)

This section contains statements about what the first aider needs to know about treatment and recovery for gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Awareness about treatment and recovery

***13. The first aider should be aware that recovery from gambling problems is a slow process. (Rerate)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***14. The first aider should know the [Stages of Change Model](#) and its implications for helping the person. (Rerate)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***15. The first aider should be aware that it is not necessary for the person's recovery that they tell all their family and friends about their gambling problems. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***16. The first aider should be aware that they are not personally responsible for 'fixing' the person's gambling problems. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems- Round 2

Section 2: Awareness about gambling and gambling problems (cont.)

This section contains statements about what the first aider needs to know about treatment and recovery for gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Awareness about gambling resources

***17. The first aider should be aware of any local mechanisms for excluding people with gambling problems from venues. (Rerate)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***18. The first aider should provide information about self-help resources and support groups. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***19. The first aider should work together with the person to identify the most appropriate supports for the person. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***20. If the person is from a culturally or linguistically diverse background, the first aider should suggest culturally appropriate services, where available. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***21. If the first aider gives the person details about gambling help services, they should call the person to follow-up and check if they contacted the service. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems- Round 2

Section 3: Good communication skills

This section contains statements about how to communicate with the person about gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Preparing to talk with the person

***22. The first aider should pick a time when both the first aider and the person are feeling well, rather than tired or upset. (Rerate)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***23. The first aider should know that it may be difficult to find an ideal time to talk with the person, therefore they should just talk with the person rather than wait for the 'perfect' timing. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***24. The first aider should look for opportunities to talk to the person about their gambling in everyday interactions. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***25. The first aider should know that sometimes the best time to talk to the person is when they are in crisis following a gambling occasion. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***26. The first aider should not approach the person alone if there is a possibility that the person may become violent. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***27. If the person does not show up for an arranged meeting, the first aider should not take this personally, but rather schedule another time. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***28. If the first aider knows someone who has recovered from a gambling problem, they should enlist this person's help when they make the initial approach about their concerns. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems- Round 2

Section 3: Good communication skills (cont.)

This section contains statements about how to communicate with the person about gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Talking with the person (cont.)

***29. The first aider should keep private any discussions with the person. (Rerate)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***30. The first aider should share relevant personal experiences with the person. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***31. The first aider should avoid trying to convince the person to quit gambling. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***32. Rather than telling the person what to do, the first aider should make suggestions, e.g. "Would you be comfortable seeing a gambling counsellor" rather than "You should go see a gambling counsellor". (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***33. The first aider should encourage the person to talk to others who have experienced gambling problems, as they may relate better. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***34. The first aider should explain to the person that they will try not to be judgmental and ask the person to tell them if they are. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***35. When talking to the person about their gambling problems, the first aider should use empathy and compassion. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***36. The first aider should listen to the person without passing judgement. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems- Round 2

***37. If the first aider has not experienced gambling problems themselves, they should tell the person that although they do not understand what the person is going through, they are available to help them if the person would like. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***38. The first aider should give the person enough time to tell their story because this will help the person to open up and trust the first aider. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***39. If the first aider thinks that their ability to help the person is impeded by any negative attitudes towards the person's gambling or gambling in general, they should suggest the person talks with someone else. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems- Round 2

Section 3: Good communication skills (cont.)

This section contains statements about how to communicate with the person about gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Dealing with difficulties when interacting with the person

***40. If the person denies they have a problem, the first aider should consider gathering evidence to back up their concerns for a future conversation. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***41. The first aider should avoid letting the person engage in long explanations or excuses for their gambling behaviour, but instead focus on potential solutions. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***42. If the person denies they have a problem, the first aider should consider enlisting the help of another person to back up what they are saying. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***43. If the person does not want to talk to the first aider about their gambling problems, the first aider should consider enlisting someone who has a good relationship with the person to talk with them. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems- Round 2

Section 4: Gambling first aid actions

This section contains statements about what the first aider should do to support someone with gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Encouraging help-seeking

***44. The first aider should talk with the person as soon as they suspect the person has gambling problems, as early intervention may reduce the negative impact. (Rerate)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***45. The first aider should tell the person that it is possible to recover from gambling problems. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***46. The first aider should not attempt to force the person to seek professional help or attend a support group. (Rerate)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***47. The first aider should work with the person to agree on acceptable behaviours, e.g. talking to a professional, staying within agreed spending limits. (Rerate)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***48. If the person is reluctant to seek help, the first aider should tell the person that most people react in a supportive way when gambling problems are disclosed. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***49. If the person asks, the first aider should go with the person to an appointment for professional help, but should not be present during the consultation. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***50. If the person decides to seek professional help, the first aider should offer to support the person during this, e.g. talk with the person about issues, skills and exercises that come out of therapy. (Rerate)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems- Round 2

Section 4: Gambling first aid actions (cont.)

This section contains statements about what the first aider should do to support someone with gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Supporting change

***51. The first aider should not:**

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
1. Give the person money. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Go gambling with the person. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Drop off or pick up the person from gambling activities. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Tell the person to just stop gambling. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Use shame or guilt to force the person into change. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***52. The first aider should encourage the person to learn about the strategies that gambling providers use to keep people gambling and maximise profits, e.g. gaming machines are designed to keep people playing and spending money. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***53. The first aider should encourage the person to avoid going to gambling venues even if they are not going to gamble (e.g. going to a pub for a meal where gambling is available). (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***54. The first aider should be clear about what they are willing to help the person with and what behaviours they will tolerate, although these boundaries can be revisited over time. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***55. The first aider should ask the person if there are any problems that have led them to increasing their gambling behaviours. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***56. The first aider should encourage the person to apologise to anyone who has been harmed by their gambling activities. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems- Round 2

Section 4: Gambling first aid actions (cont.)

This section contains statements about what the first aider should do to support someone with gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

If the person does not want to change their gambling behaviours

***57. The first aider should be aware that the person may not want to change their gambling behaviours. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***58. The first aider should be aware that the person can only be helped if they are ready to change their gambling behaviours. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***59. The first aider should tell the person that they can only be helped if they are ready to change their gambling behaviours. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***60. If the person does not want to change their gambling behaviours, the first aider should ask the person if gambling and its consequences are getting in the way of them living the life they want to live. (Rerate)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***61. If the person does not want to change their gambling behaviours, the first aider should sensitively ask the person if gambling and its consequences are getting in the way of them living the life they want to live. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***62. The first aider should tell the person that they are unlikely to win back their losses by gambling. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***63. The first aider should tell the person that they will be available to help the person when they are ready to change their gambling behaviours. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems- Round 2

***64. The first aider should not threaten consequences for the person's gambling behaviour that they are not prepared to carry out. (Rerate)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems- Round 2

Section 4: Gambling first aid actions (cont.)

This section contains statements about what the first aider should do to support someone with gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Reducing the negative impact of gambling

***65. If the person decides to continue gambling, the first aider should encourage them to reduce the negative impact of gambling by:**

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
1. Only gambling with money that the person can afford to lose. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Restricting their gambling to activities where the person has greater control over their behaviour. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Balancing time spent on gambling with other activities. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Taking regular breaks while gambling. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Leaving bank cards or credit cards at home. (New)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Keeping a photo or other reminder of something they value, but that they are at risk of losing due to gambling (e.g. family, house), in their wallet. (New)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Gambling only when all debts are paid off. (New)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***66. If the person decides to continue gambling, the first aider should discourage them from gambling with friends or family who have gambling problems. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***67. If the person decides to continue gambling, the first aider should discourage them from gambling alone. (Rerate)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems- Round 2

Section 4: Gambling first aid actions (cont.)

This section contains statements about what the first aider should do to support someone with gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Helping the person who wants to change their gambling behaviours

***68. The first aider should help the person make a list of strategies that can help them change their gambling behaviours. (Rerate)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***69. If the person is attempting to change their gambling behaviours, the first aider should focus on the future, rather than past mistakes. (Rerate)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***70. The first aider should encourage the person to avoid spending time with people who are associated with gambling activities. (Rerate)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***71. The first aider should explain to the person that gambling problems took time to develop, so it may take them some time, and more than one attempt, to change their gambling behaviours. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***72. The first aider should discuss with the person possible strategies for handling gambling urges and encourage the person to use them. (Rerate)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***73. If asked by the person, the first aider should discuss with them possible strategies for handling gambling urges and encourage the person to use them. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***74. The first aider should continue to offer support, even if the person has a relapse. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems- Round 2

Section 4: Gambling first aid actions (cont.)

This section contains statements about what the first aider should do to support someone with gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Financial strategies

***75. In order to limit access to money for gambling, the first aider should ask the person to consider the following:**

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
1. Receiving an allowance from a family member so that the majority of the money can be used for household expenses. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Having a trusted relative or close friend take temporary control of the person's access to funds. (New)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Arranging that they have access to a limited amount of money each day that covers daily expenses, e.g. lunch, parking, coffee. (New)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Paying all critical household expenses before paying off gambling debts. (Rerate)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***76. The first aider should encourage the person to be transparent about finances with their partner or family, e.g. mutual access to bank and credit card records. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***77. If the first aider gives the person cash for a specific purpose, they should ask the person to provide a store receipt and return any change. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***78. The first aider should be aware that the person may experience a sense of relief if someone else takes control of their finances. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***79. If the person asks for money to help cover bills or debts, the first aider should refer them to a relief agency or financial counselling service, rather than giving them money. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems- Round 2

***80. The first aider should know that if they choose to lend the person money, it is unlikely to be repaid. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems- Round 2

Section 4: Gambling first aid actions (cont.)

This section contains statements about what the first aider should do to support someone with gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Interventions

An intervention is when a group of people who care about the person meet with the person to point out the behaviours that are causing problems and ask them to stop. An intervention includes a discussion around the consequences for the person if they do not get help for their gambling problem.

***81. The first aider should arrange a family meeting with the person to discuss the best way to resolve the gambling problems and to encourage help-seeking. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***82. If the first aider decides to arrange an intervention, they should consider engaging the help of a professional when organising an intervention. (Rerate)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***83. If the first aider decides to arrange an intervention, they should Include friends and family who they know will be able to support the person in their recovery. (Rerate)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***84. The first aider should only consider organising an intervention as a last resort. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems- Round 2

Section 4: Gambling first aid actions (cont.)

This section contains statements about what the first aider should do to support someone with gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

When there are concerns for safety

***85. If the person is involved in illegal activities related to their gambling, the first aider should encourage the person to seek legal help. (Rerate)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***86. The first aider should act to protect family members who may be at risk due to the person's gambling activities. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***87. The first aider should encourage the person to contact anyone who has been harmed by any illegal activity due to the person's gambling activities, admit what they have done and face any consequences. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helping a person with gambling problems- Round 2

Thank you!

Thank you for your time!

That is the end of the Round 2 survey. Thank you very much for your contribution.

If participating in this survey has caused you distress and you wish to talk to someone about this, you can contact any of the following:

Australia: Lifeline on 13 11 14

New Zealand: Lifeline Aotearoa on 0800 543 354

UK: Samaritans on 08457 909090

Republic of Ireland: Samaritans on 116 123

USA: National Suicide prevention Lifeline on 1800 273 TALK (8255)

Canada: National Suicide prevention Lifeline on 1800 273 TALK (8255)

By pressing the 'Next' button your responses will be registered with our survey software. Once all panel members have lodged their responses, we will collate the data and send you a report on the findings and the final survey.

Kind Regards,

The Mental Health First Aid Research Team

Appendix D – Round 3 survey

Information about this survey

How this questionnaire was developed

The statements in this questionnaire were derived from the results of the Round 2 survey. All of the items in this survey were 'new' items in the Round 2 survey that need to be rerated. An item is rerated when 80% or more of the panel members from 1 of the groups rated it as essential or important **AND** if 70%–79% of panel members from the other panel rated it as essential or important. **OR** if 70%-79% of both panels rated it as essential or important.

Instructions

Please complete the questionnaire by rating each statement **according to how important you believe it is for inclusion in the guidelines** for helping a person with gambling problems. Please keep in mind that the guidelines will be used by the general public. The statements need to be rated according to their importance for someone **without a counselling or clinical background** helping a person with gambling problems.

This questionnaire should take approximately 20 minutes to complete. You can complete the survey in two or more sittings. Your answers are saved when you click 'Next' at the bottom of a page. This marks your page and you can begin again at a later date on the next page. **Please be aware that once you have logged on and started responding you must complete the questionnaire on the same computer.**

***1. Please provide your name so I can verify who is eligible for the payment.**

Definitions of terms used in this survey

First aider refers to a concerned family member, friend, work colleague, or work supervisor who provides help to a person with gambling problems.

The person refers to the person with gambling problems or suspected gambling problems.

Gambling is the staking of money on uncertain events driven by chance.

Gambling problems are difficulties over time in limiting money or time spent on gambling, which leads to adverse consequences for the person, others, or for the community. This could include someone whose gambling problems are at a clinically diagnosable level.

Venue refers to a virtual or land-based location offering gambling or gaming activities with the chance to win money.

Gambling first aid is the help given to the person who is developing a gambling problem or experiencing a mental health crisis related to gambling. The assistance is given until appropriate professional help is received or until the crisis resolves.

Section 1: Warning signs

This section contains statements about the warning signs of gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

***2. The first aider should give the person a list of the signs of gambling problems and ask the person to consider if any of the signs apply to them.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*3. Behavioural Signs

The first aider should be aware that the following behavioural signs indicate that a person may have gambling problems:

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
1. The person is evasive or defensive when questioned about missed events or responsibilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. The person blames others for their gambling or its consequences.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. The person checks sports scores or racing results frequently, e.g. online, mobile device.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The person gambles almost every day.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. After a gambling loss, the person expresses anger towards family or friends.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. After a gambling loss, the person engages in risky behaviour.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*4. Financial Signs

The first aider should be aware that the following financial signs indicate that a person may have gambling problems:

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
1. The person alternates between having no money and having abundant amounts of money.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*5. Mental and physical health signs

The first aider should be aware that the following mental and physical health signs indicate that a person may have gambling problems:

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
1. The person does not look after personal hygiene due to gambling problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*6. Signs evident while gambling

The first aider should be aware that the following signs indicate that a person may have gambling problems:

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
1. The person often gambles on their own.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 3: Good communication skills

This section contains statements about how to communicate with the person about gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Talking with the person

***7. The first aider should explain to the person that they will try not to be judgmental and ask the person to tell them if they are.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 4: Gambling first aid actions

This section contains statements about what the first aider should do to support someone with gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

If the person does not want to change their gambling behaviours

***8. The first aider should be aware that the person can only be helped if they are ready to change their gambling behaviours.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***9. If the person does not want to change their gambling behaviours, the first aider should sensitively ask the person if gambling and its consequences are getting in the way of them living the life they want to live.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

***10. The first aider should tell the person that they will be available to help the person when they are ready to change their gambling behaviours.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 4: Gambling first aid actions (cont.)

This section contains statements about what the first aider should do to support someone with gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Reducing the negative impact of gambling

***11. If the person decides to continue gambling, the first aider should encourage them to reduce the negative impact of gambling by:**

	Essential	Important	Don't know/Depends	Unimportant	Should not be included
1. Keeping a photo or other reminder of something they value, but that they are at risk of losing due to gambling (e.g. family, house), in their wallet.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 4: Gambling first aid actions (cont.)

This section contains statements about what the first aider should do to support someone with gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

Financial strategies

*** 12. The first aider should know that if they choose to lend the person money, it is unlikely to be repaid. (New)**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Section 4: Gambling first aid actions (cont.)

This section contains statements about what the first aider should do to support someone with gambling problems.

Please rate how important (from 'essential' to 'should not be included') you think it is that each statement be included in the guidelines.

When there are concerns for safety

***13. The first aider should act to protect family members who may be at risk due to the person's gambling activities.**

Essential	Important	Don't know/Depends	Unimportant	Should not be included
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thank you!

Thank you for your time!

That is the end of the Round 3 survey. Thank you very much for your contribution.

If participating in this survey has caused you distress and you wish to talk to someone about this, you can contact any of the following:

Australia: Lifeline on 13 11 14

New Zealand: Lifeline Aotearoa on 0800 543 354

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Canada: National Suicide prevention Lifeline on 1800 273 TALK (8255)

By pressing the 'Next' button your responses will be registered with our survey software. Once all panel members have lodged their responses, we will collate the data and send you a draft of the guidelines to review.

Kind Regards,

The Mental Health First Aid Research Team

Appendix E – Sample report

Mental Health First Aid Guidelines for guidelines for supporting people with gambling problems

Round 2 Results Summary for

(Jane Doe)

Introduction

Thank you for your participation in our research to develop guidelines on how to support a person with gambling problems. This document reports the results from the Round 2 survey. The report consists of three sections, the first section contains items that you will need to re-rate in the Round 3 survey. The second and third sections contain the items that were endorsed and rejected, respectively.

The items were judged according to the following criteria:

- An item was endorsed if at least 80% of the panel members in each of the groups rated it as essential or important.
- An item needs to be rerated if 80% or more of the panel members from 1 of the groups rated it as essential or important AND if 70%–79% of panel members from the other panel rated it as essential or important.
- An item is only re-rated once. If on the second rating it is not endorse with at least 80% of panels member in each of the groups rating it as essential or important it is rejected.
- An item was rejected if it did not meet the above conditions.

Part 1: Items to be rerated

Explanation and Instructions

This section consists of a list of items that will be re-rated in Round 3. Below each item are the results for each panel in Round 2. Your own personal rating is also noted. These results are for your reference; you may want to refer to these results when you lodge your responses in Round 3. For instance, you may realise that you misread the item in Round 2 and wish to change your answer; or that, in light of the endorsement by the other panel, you wish to revise your response in Round 3. You do not have to alter your response in Round 3 if you do not wish to; you are simply being given the opportunity to do so.

Part 1: Items to be re-rated

The first aider should be aware that the following behavioural signs indicate that a person may have gambling problems:

- Item # 1 The first aider should give the person a list of the signs of gambling problems and ask the person to consider if any of the signs apply to them.

	Essential	Important	Don't know/ depends	Unimportant	Should not include	Essential + Important
Lived Experience Panel rating	43%	37%	20%	0%	0%	80%
Professional Panel rating	12%	61%	21%	0%	6%	73%

Your rating: Essential

- Item # 2 If the person does not want to change their gambling behaviours, the first aider should **sensitively** ask the person if gambling and its consequences are getting in the way of them living the life they want to live.

	Essential	Important	Don't know/ depends	Unimportant	Should not include	Essential + Important
Lived Experience Panel rating	31%	46%	23%	0%	0%	77%
Professional Panel rating	27%	64%	6%	3%	0%	91%

Your rating: Important

Part 2: Endorsed items

Statements are endorsed if 80% or more of both panels rate them as either “Essential” or “Important”.

Financial Signs

The first aider should be aware that the following financial signs indicate that a person may have gambling problems:

- The family believes they can't trust the person with money. (Rerate)
- The person or their family is frequently bothered by debt collectors. (Rerate)
- The person makes promises to pay back family and friends but never does so. (New)
- The person increases their usage of or acquires additional credit cards. (New)

The first aider should not:

- Give the person money. (Rerate)
 - Go gambling with the person. (Rerate)
 - Drop off or pick up the person from gambling activities. (Rerate)
 - Tell the person to just stop gambling. (Rerate)
 - Use shame or guilt to force the person into change. (Rerate)
-

Part 3: Rejected items

An item was rejected if it did not get:

- at least 80% of the panel members in each of the groups rated it as essential or important.
- 80% or more of the panel members from 1 of the groups rated it as essential or important.
- 70%–79% of panel members from both groups rated it as essential or important.

The first aider should share relevant personal experiences with the person.
(New)

The first aider should avoid trying to convince the person to quit gambling.
(New)

Appendix F – Endorsed items

Appendix A: Endorsed items

Behavioural Signs

The first aider should be aware that the following behavioural signs indicate that a person may have gambling problems:

- The person frequently thinks and talks about gambling.*
- The person complains of boredom when they are not gambling.*
- The person is restless when they are not gambling.*
- The person's family finds evidence of regular gambling, e.g. gambling receipts, Internet browser history, bank statements.*
- The person lies to cover up gambling activities.*
- The person increases the time they spend gambling.*
- The person is evasive about gambling losses.*
- The person expresses thoughts about gambling that are not realistic, e.g. "It must be my turn for a large win."*
- The person continues to gamble despite promising to stop.*
- The person has tried unsuccessfully to control, cut back or stop gambling.*
- The person lies to fund gambling.*
- The person commits illegal acts to fund gambling, e.g. embezzlement, fraud.*
- The person has a pattern of gambling for longer than intended.*
- The person steals from family or friends to fund gambling.*
- The person has legal problems related to gambling.*
- The person celebrates their wins by gambling more.*

Note: *Endorsed in Round 1.

Behavioural Signs (cont.)

The first aider should be aware that the following behavioural signs indicate that a person may have gambling problems:

- After losing, the person expresses fear of others finding out.*
- After losing, the person expresses worry over where they will get money to cover living expenses.*
- After losing, the person expresses anger towards themselves.*
- The person has a pattern of returning to gambling in order to recover losses.*
- The person expresses guilt about their gambling.^
- The person becomes defensive or angry when asked about their gambling.^
- The person neglects the basic care of their children.^
- The person breaks promises to their children about buying them things or spending time with them due to gambling activities.^
- The person gambles rather than doing things they previously enjoyed.^
- The person expresses a strong desire or craving to gamble.^
- Before gambling, the person expresses a fear that they may miss an opportunity to win, e.g. "If I don't gamble today my lucky numbers will come up and I will miss out."^
- After a gambling loss, the person expresses hopelessness.^
- The person blames others for their gambling or its consequences.#
- The person gambles almost every day.#
- After a gambling loss, the person expresses anger towards family or friends.#

Note: *Endorsed in Round 1; ^Endorsed in Round 2; #Endorsed in Round 3.

Financial Signs

The first aider should be aware that the following financial signs indicate that a person may have gambling problems:

- Valuables disappear (and may reappear) without explanation.*
- The person hides financial statements.*
- The person is secretive about money.*
- The person cannot explain missing amounts of money from the house or bank accounts.*
- The person's family has to hide money from the person in order to cover living expenses.*
- The person or their family has experienced financial hardship as a result of gambling.*
- The person is consistently late in paying bills or misses payments entirely.*
- The person complains about mounting debts.*
- The person owes money to a loan shark.*
- The person takes on extra jobs or works for overtime pay, but has no money to show for it.*
- The person has a pattern of unexplained loss of money.*
- The person borrows money to gamble or to pay gambling debts.*
- The person has a pattern of spending all available funds in an episode of gambling.*
- Over time, the person increases the amount of money spent on gambling.*
- The person believes that gambling will solve their financial difficulties or bring material wealth.*
- The person does not want to spend money on anything but gambling.*
- The family believes they can't trust the person with money.^
- The person or their family are frequently bothered by debt collectors.^
- The person makes promises to pay back family and friends but never does so.^
- The person increases their usage of or acquires additional credit cards.^

Note: * Endorsed in Round 1; ^Endorsed in Round 2.

Mental and physical health signs

The first aider should be aware that the following mental and physical health signs indicate that a person may have gambling problems:

- The person has experienced negative emotions as a result of gambling, e.g. sadness, anxiety, stress, anger.*
- The person's family has experienced negative emotions as a result of gambling, e.g. sadness, anxiety, stress, anger.*
- The person's mental health has been negatively affected as a result of gambling.*
- The mental health of the person's family has been negatively affected as a result of gambling.*
- The person experiences remorse or feels depressed after gambling.*
- The person's self-esteem is tied to their gambling wins and losses.*
- The person gambles to escape problems.*
- The person's physical health has been negatively affected as a result of gambling.*
- The person does not look after their health as a result of their gambling activities, e.g. does not take medication or eat a healthy diet.^

Note: * Endorsed in Round 1; ^Endorsed in Round 2.

Social signs

The first aider should be aware that the following social signs indicate that a person may have gambling problems:

- The person's relationships have been negatively affected as a result of gambling.*
- The person's or their family's social life has been negatively affected as a result of gambling.*
- The person's partner is threatening to leave or break up the family due to the gambling.*
- The person has conflicts with others about money.*
- The person is criticised by others for their gambling.*
- The person disappears from social events where gambling is also available, in order to gamble.^
- The person is unable to be emotionally present or involved in social situations because they are pre-occupied with gambling.^
- The person isolates themselves because of gambling.^

Note: * Endorsed in Round 1; ^Endorsed in Round 2.

Signs evident while gambling

The first aider should be aware that the following signs indicate that a person may have gambling problems:

- The person gambles for five or more hours without a break of at least 15 minutes.*
- The person focuses so intensely on gambling that they don't react to what is going on around them.*
- The person stays on to gamble after friends leave the venue.*
- The person stops gambling only when the venue is closing.*
- The person finds it difficult to stop gambling at closing time.*
- The person regularly starts gambling as soon as the venue is open.*
- The person has friends or relatives call or arrive at the venue asking if the person is still there.*
- The person withdraws cash two or more times while at a gambling venue.*
- The person asks for a loan or credit from the venue.*
- The person leaves the venue to find money so that they can continue gambling.*
- The person displays anger, e.g. swears to themselves, grunts, kicks or strikes gaming machine.*
- The person looks very sad or depressed after gambling.*
- The person shows significant changes in mood during a gambling session.*
- The person gambles for three or more hours without a break of at least 15 minutes.^
- The person borrows money from others while at the venue.^
- The person asks for a loan or credit from the venue.^
- The person gambles until all the money they have with them is used up.^
- The person blames venues or gaming machines for losing.^

Note: * Endorsed in Round 1; ^Endorsed in Round 2.

Signs evident while at work

The first aider should be aware that the following signs at work indicate that a person may have gambling problems:

- The person gambles during work time.*
- The person's ability to work or study has been negatively affected as a result of gambling.*
- The person steals items from their company to resell.*
- The person repeatedly violates company gambling policy.^

Note: * Endorsed in Round 1; Endorsed in Round 2.

First aider awareness about gambling problems

The first aider should understand that it is important to help a person with gambling problems because of the possible significant consequences, e.g. relationship breakdown, criminal sanctions, loss of employment, suicide, poor physical and mental health.*

The first aider should be aware of the risk factors for problem gambling.*

The first aider should know that some types of gambling can cause more problems than others (e.g. gaming machines), however any form of gambling can become a problem.*

The first aider should know about the common motivations for gambling in people with gambling problems, e.g. chasing losses, escaping negative emotions, building self-esteem.*

The first aider should be aware that the person may see gambling as the only way to make up for losses.*

The first aider should know that the person may feel the need to gamble with increasing amounts of money as a way to achieve desired feelings of excitement.*

Note: * Endorsed in Round 1.

First aider awareness about gambling problems (cont.)

The first aider should be aware that people with gambling problems are likely to have other mental health problems, e.g. depression, anxiety, alcohol or other drug use problems.*

The first aider should know about the common motivations for gambling, e.g. to win money, or because it is fun, exciting or social.^

The first aider should know that gambling problems are mental health problems.^

The first aider should be aware that there is an increased risk of violence in families affected by gambling problems.^

Note: * Endorsed in Round 1; ^Endorsed in Round 2.

The person's awareness about their gambling problem

The first aider should be aware that a person with gambling problems may not see them as a problem, even though it may be obvious to those around them.*

The first aider should be aware that a person with gambling problems may not see them as a problem, until they experience a crisis that they cannot solve themselves.*

The first aider should be aware that the person may go through cycles of awareness and denial that their gambling is a problem.*

The first aider should know that the person's family member or partner may not be aware or able to admit that the person has gambling problems.*

Note: * Endorsed in Round 1.

Awareness about treatment and recovery

The first aider should know that the goals of treatment could be either abstinence from gambling or restricting gambling activities.*

The first aider should know that gambling problems can be successfully treated.*

The first aider should not assume that a gambling problem is a phase the person is likely to pass through.*

The first aider should know that support from family and friends can assist the person's recovery.*

The first aider should be aware that the person may have tried and failed repeatedly to control, cut back or stop gambling.*

The first aider should be familiar with the effective treatments available for gambling problems.*

The first aider should be aware that recovery from gambling problems is a slow process.^

The first aider should be aware that they are not personally responsible for 'fixing' the person's gambling problems.^

Note: * Endorsed in Round 1; ^Endorsed in Round 2.

Awareness about gambling resources

The first aider should be aware that the person may need to access various services, including medical help, gambling counselling, legal services, mental health services, financial counselling, vocational rehabilitation or social assistance.*

The first aider should be aware of resources to help the person with their gambling problems.*

The first aider should inform the person about available sources of help.*

* Endorsed in Round 1.

Awareness about gambling resources (cont.)

The first aider should encourage the person to seek the type of help that is most appropriate for them.*

The first aider should be aware of resources that can help the person to manage their financial difficulties.*

The first aider should be aware of any local mechanisms for excluding people with gambling problems from venues.^

The first aider should provide information about self-help resources and support groups.^

The first aider should work together with the person to identify the most appropriate supports for the person.^

If the person is from a culturally or linguistically diverse background, the first aider should suggest culturally appropriate services, where available.^

* Endorsed in Round 1; ^Endorsed in Round 2.

Preparing to talk with the person

The first aider should be prepared for the full range of responses they may encounter when talking with the person about their gambling problems, e.g. relief, anger.*

The first aider should prepare by having information about available help for gambling problems.*

The first aider should choose an appropriate place to talk, e.g. private, away from distractions and interruptions.*

The first aider should choose a time when there is enough time to talk.*

The first aider should not approach the person alone if there is a possibility that the person may become violent.^

Note: * Endorsed in Round 1; ^Endorsed in Round 2.

Talking with the person

When approaching the person to discuss their gambling problems, the first aider should:

- Try to talk about the gambling problems in a calm and rational manner.*
- State some positive things about the person and their relationship with the first aider.*
- Use 'I' statements rather than 'you' statements, e.g. "I feel worried when I don't know when you are coming home or how much money you will have spent," rather than "You upset me when you are late and have spent all our money."*
- Talk about what they have noticed, e.g. that the person spends a lot of time at gambling venues.*
- Focus on specific concerns about the person's behaviour and its impact.*
- Focus on the impact of the person's gambling behaviour rather than on the person themselves as the problem.*
- Ask the person for their perspective and allow them to tell their story.*
- Validate the person's experience and feelings, e.g. "I understand that gambling is 2 to you."*

The first aider should explain to the person that they will try not to be judgmental and ask the person to tell them if they are.#

The first aider should avoid:

- Lecturing the person about their gambling problems.*
- Interrogating the person about their gambling activities.*
- Trying to control the person by threatening, bribing, crying, or nagging.*
- Arguing with the person.*
- Verbally or physically attacking the person.*

The first aider should be aware the person may make promises that they are unable to keep.*

The first aider should be aware that the person may use denial, minimisation, rationalisation or blaming when approached by the first aider about their gambling problems.*

Note: * Endorsed in Round 1: #Endorsed in Round 3.

Talking with the person (cont.)

The first aider should be aware that the person may lie about their gambling problems.*

The first aider should be aware that a person with gambling problems may feel ashamed or embarrassed.*

The first aider should be aware the person may not want to talk to them about their gambling problems because of feelings of shame.*

If the person does not want to talk to the first aider about their gambling problems, the first aider should tell them about services that are available to help them.*

If the person doesn't want to talk about the gambling problems right now, the first aider should let the person know that they are available to talk when the person is ready.*

The first aider should keep private any discussions with the person.^

If the person does not show up for an arranged meeting, the first aider should not take this personally, but rather schedule another time.^

Rather than telling the person what to do, the first aider should make suggestions, e.g. "Would you be comfortable seeing a gambling counsellor" rather than "You should go see a gambling counsellor".^

When talking to the person about their gambling problems, the first aider should use empathy and compassion.^

The first aider should listen to the person without passing judgment.^

The first aider should give the person enough time to tell their story because this will help the person to open up and trust the first aider.^

If the first aider thinks that their ability to help the person is impeded by any negative attitudes towards the person's gambling or gambling in general, they should suggest the person talks with someone else.^

Note: * Endorsed in Round 1: ^Endorsed in Round 2.

Dealing with difficulties when interacting with the person

If the conversation becomes unproductive or aggressive, the first aider should end the discussion and try again at another time.*

Note: * Endorsed in Round 1.

Encouraging help seeking

The first aider should encourage the person to seek professional help for their gambling problems.*

The first aider can encourage help-seeking by pointing out that:

- Many people with gambling problems have benefited from professional help.*
- Many people with gambling problems have benefited from support groups.*
- Many people with gambling problems have benefited from self-help strategies.*
- Seeking help is not a sign of weakness.*
- Seeking help is a sensible thing to do when experiencing a problem, like seeing a doctor for a health problem.*
- The sooner the problem is addressed the easier it is to overcome.*
- Any professional help will be confidential.*

The first aider should tell the person that it is possible to recover from gambling problems.^

The first aider should not attempt to force the person to seek professional help or attend a support group.^

The first aider should work with the person to agree on acceptable behaviours, e.g. talking to a professional, staying within agreed spending limits.^

* Endorsed in Round 1.

Supporting change

The first aider should know about the common false beliefs that can lead to gambling problems, e.g. belief that they can beat the system or superstitions about luck.*

The first aider should not:

- Cover for the person's behaviours.*
- Lie to cover for the person's behaviours.*
- Deny to themselves or others that the person has a problem.*
- Expect the person to be rational about their gambling.*
- Expect the person to immediately control their gambling.*
- Accept blame for the person's gambling problems.*
- Justify the person's gambling, to themselves or others.*
- Minimise the person's gambling problems in order to avoid conflict.*
- Give the person money.^
- Go gambling with the person.^
- Drop off or pick up the person from gambling activities.^
- Tell the person to just stop gambling.^
- Use shame or guilt to force the person into change.^

The first aider should encourage the person to learn about the strategies that gambling providers use to keep people gambling and maximise profits, e.g. gaming machines are designed to keep people playing and spending money.^

The first aider should encourage the person to avoid going to gambling venues even if they are not going to gamble (e.g. going to a pub for a meal where gambling is available).^

The first aider should be clear about what they are willing to help the person with and what behaviours they will tolerate, although these boundaries can be revisited over time.^

Note: * Endorsed in Round 1; ^ Endorsed in Round 2.

If the person does not want to change their gambling behaviours

The first aider should be aware that the person may not want to change their gambling behaviours.^

If the person does not want to change their gambling behaviours, the first aider should **sensitively** ask the person if gambling and its consequences are getting in the way of them living the life they want to live.#

The first aider should tell the person that they will be available to help the person when they are ready to change their gambling behaviours.#

Note: * Endorsed in Round 1; ^Endorsed in Round 2; #Endorsed in Round 3.

Reducing the negative impact of gambling

If the person decides to continue gambling, the first aider should encourage them to reduce the negative impact of gambling by:

- Limiting time spent on gambling.*
- Limiting money spent on gambling.*
- Only gambling with money that the person can afford to lose.^
- Restricting their gambling to activities where the person has greater control over their behaviour.^
- Balancing time spent on gambling with other activities.^
- Taking regular breaks while gambling.^
- Leaving bank cards or credit cards at home.^

Note: * Endorsed in Round 1; ^Endorsed in Round 2.

Reducing the negative impact of gambling (cont.)

If the person decides to continue gambling, the first aider should encourage them to reduce the negative impact of gambling by **not**:

- Gambling to earn money or pay debts.*
- Trying to win back gambling losses.*
- Using borrowed money to gamble.*
- Using personal investments or savings to gamble.*
- Taking cash or bank cards to access extra money while gambling.*
- Gambling when their judgment is impaired by alcohol or other drugs.*
- Gambling to escape from problems or feelings.*
- Gambling when angry or upset.*

Note: * Endorsed in Round 1; ^Endorsed in Round 2.

Helping the person who wants to change their gambling behaviours

If the person decides to use self-help strategies, the first aider should offer to support the person during this.*

If the person is attempting to change their gambling behaviours, the first aider should note any positive behavioural changes and congratulate the person on these.*

If the person sets a budget and asks for help sticking to it, the first aider should support them in this.*

The first aider should be aware that the person who has stopped or reduced their gambling may experience a gap in their life that gambling used to fill, e.g. reduction in social activities.*

The first aider should suggest activities that they can do with the person that do not involve gambling, e.g. going to the movies or to a restaurant, reconnecting with family and friends.*

Note: * Endorsed in Round 1; ^Endorsed in Round 2.

Helping the person who wants to change their gambling behaviours (cont.)

If the person is experiencing anxiety, anger, stress, depression or boredom, the first aider should provide social support, as these may be triggers for worsening of gambling problems.*

If the person gambles online, the first aider should encourage them to use software programs that block certain sites, restrict access time or that monitor and report all activity from a computer.*

The first aider should encourage the person to do the following:

- Accept that they will not win back past gambling losses.*
- Reduce the amount of time and money spent on gambling.*
- Seek support from family, friends or others to help them change their gambling behaviour.*

The first aider should be aware that although relapse is a problem, a relapse does not indicate that the person cannot recover.*

If the person has a relapse, the first aider should tell them that this is not a sign of long-term failure of recovery.*

The first aider should help the person make a list of strategies that can help them change their gambling behaviours.^

If the person is attempting to change their gambling behaviours, the first aider should focus on the future, rather than past mistakes.^

The first aider should encourage the person to avoid spending time with people who are associated with gambling activities.^

The first aider should explain to the person that gambling problems took time to develop, so it may take them some time, and more than one attempt, to change their gambling behaviours.^

If asked by the person, the first aider should discuss with them possible strategies for handling gambling urges and encourage the person to use them.^

The first aider should continue to offer support, even if the person has a relapse.^

Note: * Endorsed in Round 1; ^Endorsed in Round 2.

Financial strategies

In order to limit access to money for gambling, the first aider should ask the person to consider the following:

- Allowing someone else to manage their finances, e.g. partner or other family member.*
- Setting up accounts and loans so that they require a second signature.*
- Having a trusted relative or close friend take temporary control of the person's access to funds.^
- Arranging that they have access to a limited amount of money each day that covers daily expenses, e.g. lunch, parking, coffee.^

The first aider should encourage the person to be transparent about finances with their partner or family, e.g. mutual access to bank and credit card records.^

If the person asks for money to help cover bills or debts, the first aider should refer them to a relief agency or financial counselling service, rather than giving them money.^

The first aider should know that if they choose to lend the person money, it is unlikely to be repaid.#

Note: * Endorsed in Round 1; ^Endorsed in Round 2; #Endorsed in Round 3.

Interventions

If the first aider decides to organize an intervention they should organise it in a way that the person feels supported and cared for rather than punished or shamed.*

Note: * Endorsed in Round 1.

When there are concerns for safety

The first aider should be aware that suicidal thoughts and behaviours are more common in people with gambling problems.*

The first aider should be aware that the person may see suicide as a way to avoid difficult confrontations with loved ones or creditors.*

The first aider should be aware that the person may see suicide as a viable solution to financial problems due to life insurance payouts.*

The first aider should be aware of the Mental Health First Aid guidelines for how to help someone with suicidal thoughts or behaviours.*

If the first aider is afraid that the person may harm themselves or someone else, the first aider should seek professional support before taking action to deal with the person's gambling problems.*

The first aider should act to protect any children who are being neglected as a result of the person's gambling.

If the person is involved in illegal activities related to their gambling, the first aider should:

- Encourage the person to stop these activities.*

The first aider should be aware that supporting a person with a gambling problem can be difficult and should know how to access support for themselves.*

Note: * Endorsed in Round 1.

Appendix G – Rejected items

Appendix B: Rejected Items

Signs

The first aider should give the person a list of the signs of gambling problems and ask the person to consider if any of the signs apply to them.#

Note: #Rejected in Round 3.

Behavioural Signs

The first aider should be aware that the following behavioural signs indicate that a person may have gambling problems:

- The person frequently uses gambling terms in everyday conversation, e.g. bet, favourite.*
- The person is away from home for unexplained periods of time.*
- Before gambling, the person expresses excitement in anticipation of gambling.*
- After winning, the person expresses relief.*
- After winning, the person expresses a conviction that the win was the result of their skill.*
- After winning, the person appears to have an elated mood.*
- After losing, the person uses alcohol to forget about gambling problems.*
- The person argues with their partner when the partner spends money on household necessities.^
- The person causes arguments so they can leave home and gamble.^
- The person makes excuses not to attend family events.^
- The person reports that they cannot recall periods when they were gambling.^
- The person reports dreaming about gambling.^
- The person gambles every day of the week.^

Note: *Rejected in Round 1; ^Rejected in Round 2; #Rejected in Round 3.

Behavioural Signs (cont.)

The first aider should be aware that the following behavioural signs indicate that a person may have gambling problems:

- The person increases the number or range of venues they gamble in.^
- The person boasts about gambling wins.^
- Before gambling, the person is over-confident or expresses fantasies about winning.^
- The person is evasive or defensive when questioned about missed events or responsibilities.#
- The person checks sports scores or racing results frequently, e.g. online, mobile device.#
- After a gambling loss, the person engages in risky behaviour.#

Note: ^Rejected in Round 2; #Rejected in Round 3.

Financial Signs

The first aider should be aware of the following financial signs that indicate that a person may have gambling problems:

- The person is bad-tempered about money.*
- The person constantly swaps money from one account to another.*
- The family finds hidden and unexplained money, e.g. money in a separate bank account, cash hidden in a drawer.*
- The person is frequently short of money.*
- The person has a history of reporting that their money has been stolen or lost.*
- The person has numerous personal loans.^
- The person has a history of defaulting on payments.^
- The person cashes in investments or other assets early.^
- The person is aware of all the ATM/money machines close to the venue.^
- The person alternates between having no money and having abundant amounts of money.#

Note: *Rejected in Round 1; ^Rejected in Round 2; #Rejected in Round 3.

Mental and physical health signs

The first aider should be aware that the following mental and physical health signs indicate that a person may have gambling problems:

- The physical health of the person's family has been negatively affected as a result of gambling.*
- The person has frequent unexplained mood swings.^
- The person does not look after personal hygiene due to gambling problems.#

Note: *Rejected in Round 1; ^Rejected in Round 2; #Rejected in Round 3.

Signs evident while gambling

The first aider should be aware that the following signs indicate that a person may have gambling problems:

- The person bets above the minimum per spin most of the time.*
- The person gambles with large wins.*
- The person rummages around in purse or wallet for additional money to gamble.*
- The person is shaking while gambling.*
- The person sweats a lot while gambling.*
- The person looks nervous or edgy, e.g. leg switching, bites lip continuously.*
- The person sits with their head in their hands after losing.*
- The person swears at or complains to staff about losing.*
- The person groans repeatedly while gambling.*
- The person appears to avoid the cashier or appears evasive by only using cash machine.*
- The person gambles after having drunk a lot of alcohol.*
- The person plays the gaming machine very roughly and aggressively, e.g. with fists or slaps.*
- The person stands over other players while waiting for his or her favourite gaming machine.*
- After winning on gaming machines, the person plays on quickly without stopping to listen to the music or jingle.*

Note: *Rejected in Round 1.

Signs evident while gambling (cont.)

- The person gambles on 2 or more gaming machines at once (where this is allowed).*
- The person performs ritualistic or superstitious routines while gambling, e.g. compulsively rubs belly of machine or screen while playing.*
- The person rushes from one gaming machine or gaming table to another.*
- While gambling, the person avoids contact with others or communicates very little with anyone else.^
- The person avoids taking phone calls while at a gambling venue.^
- The person has a significant change in their gambling expenditure pattern while gambling, e.g. sudden increases in size of bets.^
- The person asks venue staff to not let other people know that they are there.^
- The person cries after losing a lot of money.^
- The person becomes angry if someone takes the person's favourite gaming machine or spot in the venue.^
- The person plays faster than most (e.g. inserts large numbers of coins into the gaming machine very rapidly, presses the buttons very rapidly so that the spin rate is very fast).^
- The person is particular about reserving their machine while they take a break.^
- The person offers to show others how to win at gambling.^
- The person often gambles on their own.#

Note: *Rejected in Round 1; ^Rejected in Round 2; Rejected in Round 3.

Social Signs

The first aider should be aware that the following social signs indicate that a person may have gambling problems:

- The person's reputation has suffered due to gambling.^

Note: ^Rejected in Round 2.

Signs evident while at work

The first aider should be aware that the following signs at work indicate that a person may have gambling problems:

- The person reads newspaper and sports literature related to gambling at work.*
- The person is away from work for unexplained periods of time.*
- The person takes sick days as soon as they are available.*
- The person has a role in financial management and takes their annual leave in isolated days rather than in blocks of time, so that others do not take over their responsibilities while they are away.*
- The person offers to collect money and place bets for others.*
- The person plans holidays around gambling.*
- The person runs workplace gambling activities, sports pools, tipping competitions or sweeps.*
- The person organises workplace social events that revolve around gambling.*
- The person asks for advances on their pay.*
- The person arranges to have personal financial statements sent to work rather than home.* The person's use of company money seems suspicious or inappropriate.^
- The person receives visits or phone calls from debt collectors while at work.^
- The person borrows money from co-workers.^
- The person argues with co-workers over money owed.^
- The person sells items at work (either personal or stolen items).^
- The first aider should learn all they can about gambling problems by reading about them.^

Note: *Rejected in Round 1; ^Rejected in Round 2.

The first aiders awareness about gambling problems

The first aider should learn all they can about gambling problems by attending a support group.*

The first aider should be aware that the person can only be helped if they are ready to change their gambling behaviours.#

Note: *Rejected in Round 1; #Rejected in Round 3.

Awareness about treatment and recovery

The first aider should know that a gambling problem is an illness that cannot be cured, but that the person can learn to abstain.*

The first aider should encourage the person to seek treatment with their partner or a family member.*

The first aider should know the Stages of Change Model and its implications for helping the person.^

The first aider should be aware that it is not necessary for the person's recovery that they tell all their family and friends about their gambling problems.^

*Rejected in Round 1; ^Rejected in Round 2.

Awareness about gambling resources

If the first aider gives the person details about gambling help services, they should call the person to follow-up and check if they contacted the service.^

Note: ^Rejected in Round 2.

Preparing to talk with the person

The first aider should prepare for approaching the person about their gambling problems by speaking in advance to a professional who is knowledgeable about gambling problems.*

The first aider should practice what they want to say beforehand, e.g. writing it out or practicing with another person.*

The first aider should consider writing down their concerns and presenting these to the person.*

The first aider should pick a time when both the first aider and the person are feeling well, rather than tired or upset.^

Notes: *Rejected in Round 1; ^Rejected in Round2.

Talking with the person

When approaching the person to discuss their gambling problems, the first aider should:

- Focus on what the person is going to do about their gambling problems.*

The first aider should keep private any discussions with the person.*

The first aider should know that it may be difficult to find an ideal time to talk with the person, therefore they should just talk with the person rather than wait for the 'perfect' timing.^

The first aider should look for opportunities to talk to the person about their gambling in everyday interactions.^

The first aider should know that sometimes the best time to talk to the person is when they are in crisis following a gambling occasion.^

If the first aider knows someone who has recovered from a gambling problem, they should enlist this person's help when they make the initial approach about their concerns.^

Note: *Rejected in Round 1; ^Rejected in Round 2.

Talking with the person (cont.)

The first aider should share relevant personal experiences with the person.^

The first aider should avoid trying to convince the person to quit gambling.^

The first aider should encourage the person to talk to others who have experienced gambling problems, as they may relate better.^

If the first aider has not experienced gambling problems themselves, they should tell the person that although they do not understand what the person is going through, they are available to help them if the person would like.^

Note: ^Rejected in Round 2.

Dealing with difficulties when interacting with the person

If the person tries to change the subject, the first aider should keep the conversation focused on the gambling problems.*

If the person denies or rationalize their gambling problems, the first aider should be prepared to offer evidence of the problem, e.g. credit card or bank statements.*

If the person continues to deny or rationalise the problems, the first aider should end the discussion and try again at another time.*

If the conversation ends without a resolution, the first aider should try to get agreement from the person on another time to continue the discussion.*

If the first aider finds it difficult to approach the person about their gambling problems, they should consider anonymously sending them information about gambling problems. *

If the person denies they have a problem, the first aider should consider gathering evidence to back up their concerns for a future conversation.^

Note: *Rejected in Round 1:^Rejected in Round 2.

Dealing with difficulties when interacting with the person (cont.)

The first aider should avoid letting the person engage in long explanations or excuses for their gambling behaviour, but instead focus on potential solutions.^

If the person denies they have a problem, the first aider should consider enlisting the help of another person to back up what they are saying.^

If the person does not want to talk to the first aider about their gambling problems, the first aider should consider enlisting someone who has a good relationship with the person to talk with them.^

Note: ^Rejected in Round 2.

Encouraging help-seeking

If the person asks, the first aider should go with the person to an appointment for professional help.*

The first aider should encourage the person to attend a support group.*

The first aider should encourage the person to use self-help strategies.*

The first aider should help the person take responsibility for their gambling problems by allowing the person to experience the consequences of their gambling, e.g. dealing with debt, experiencing problems with relationships.*

If the first aider pays the person's debts or expenses, they should insist that the person gets professional help.*

If the first aider pays the person's debts or expenses, they should make arrangements for the person to pay back the loan, even if it is a small amount each week.*

The first aider should put any agreement about behaviour change in writing and ask the person to sign the document.*

Note: *Rejected in Round 1; ^Rejected in Round 2.

Encouraging help-seeking (cont.)

The first aider should talk with the person as soon as they suspect the person has gambling problems, as early intervention may reduce the negative impact.^

If the person is reluctant to seek help, the first aider should tell the person that most people react in a supportive way when gambling problems are disclosed.^

If the person asks, the first aider should go with the person to an appointment for professional help, but should not be present during the consultation.^

Note: *Rejected in Round 1; ^Rejected in Round 2.

Supporting change

The first aider should tell the person about the common false beliefs that can lead to gambling problems, e.g. belief that they can beat the system or superstitions about luck.

The first aider should discourage people, such as family and friends from taking responsibility for the consequences of the gambling problems.

The first aider should not:

- Give the person money, except to avoid severe consequences, e.g. legal sanctions.*
- Pay the person's debt.*
- Pay the person's debt, except to avoid severe consequences, e.g. legal sanctions.*
- Cover the person's basic living expenses.*
- Cover the person's basic living expenses, except to avoid severe consequences, e.g. homelessness.*
- Deny the person's basic needs, e.g. food or shelter.*
- Take responsibility away from the person for managing their financial problems.*

Note: *Rejected in Round 1.

Supporting change (cont.)

If the person decides to seek professional help, the first aider should offer to support the person during this, e.g. talk with the person about issues, skills and exercises that come out of therapy.^

The first aider should ask the person if there are any problems that have led them to increasing their gambling behaviours.^

The first aider should encourage the person to apologise to anyone who has been harmed by their gambling activities.^

Note: ^Rejected in Round 2.

If the person does not want to change their gambling behaviour

If the person is unwilling to seek professional help, the first aider should set limits around what behaviours they are willing and unwilling to accept from the person.*

The first aider should not sever the relationship or distance themselves from the person.*

If the person does not follow through with the recommendations to get treatment and asks for financial or practical help in the future, the first aider should refuse unless the person agrees to treatment.*

The first aider should not use ultimatums.*

The first aider should tell the person that they can only be helped if they are ready to change their gambling behaviours.^

If the person does not want to change their gambling behaviours, the first aider should ask the person if gambling and its consequences are getting in the way of them living the life they want to live.^

The first aider should tell the person that they are unlikely to win back their losses by gambling.^

The first aider should not threaten consequences for the person's gambling behaviour that they are not prepared to carry out.^

Note: *Rejected in Round 1; ^Rejected in Round 2.

Reducing the negative impact of gambling

If the person decides to continue gambling, the first aider should encourage them to reduce the negative impact of gambling by:

- Keeping a record of gambling wins and losses.*
- Eating before gambling.*
- Stopping gambling after a win.*
- Gambling with someone who limits their gambling.*
- Gambling only when all debts are paid off.^
- Keeping a photo or other reminder of something they value, but that they are at risk of losing due to gambling (e.g. family, house), in their wallet.#

The first aider should help the person list the advantages and disadvantages of gambling.*

If the person decides to continue gambling, the first aider should discourage them from gambling with friends or family who have gambling problems.^

If the person decides to continue gambling, the first aider should discourage them from gambling alone.^

Note: *Rejected in Round 1; ^Rejected in Round 2; #Rejected in Round 3.

Helping the person who wants to change their gambling behaviours

The first aider should encourage the person to write down, on a daily basis, the negative consequences of gambling.*

The first aider should encourage the person to write down, on a daily basis, the positive consequences of not gambling.*

The first aider should encourage the person to do the following:

- Refrain from all forms of gambling.*
- Tell those close to them about every aspect of their gambling problem including all of their debts.*
- Regularly read a self-help book or website about changing their gambling behaviour.*

The first aider should discuss with the person possible strategies for handling gambling urges and encourage the person to use them.^

Note: *Rejected in Round 1; ^Rejected in Round 2.

Financial strategies

The first aider should work with the person to address financial problems.*

In order to limit access to money for gambling, the first aider should ask the person to consider the following:

- Receiving an allowance from a family member so that the majority of the money can be used for household expenses.^
- Paying all critical household expenses before paying off gambling debts.^

If the first aider gives the person cash for a specific purpose, they should ask the person to provide a store receipt and return any change.^

The first aider should be aware that the person may experience a sense of relief if someone else takes control of their finances.^

Note: *Rejected in Round 1; ^Rejected in Round 2.

Interventions

The first aider should not 14organize an intervention.*

The first aider should consider 14organizing an intervention to help encourage the person to get professional help for their gambling problems.*

If the first aider decides to arrange an intervention, they should:

- Select a location for the intervention that is not too familiar or comfortable for the person.*
- Organise the intervention in such a way that it is a surprise for the person.*
- Plan the goals and content of the intervention.*
- Practice the intervention with someone who is trained in conducting interventions (if available).*
- Describe each unacceptable behaviour.*
- Be specific about the time and place of each behaviour.*
- Describe the feelings each incident aroused in the first aider.*
- Only list the behaviours that the first aider has observed, not what they have been told.*

The first aider should arrange a family meeting with the person to discuss the best way to resolve the gambling problems and to encourage help-seeking.^

If the first aider decides to arrange an intervention, they should consider engaging the help of a professional when organising an intervention.^

If the first aider decides to arrange an intervention, they should Include friends and family who they know will be able to support the person in their recovery.^

The first aider should only consider organising an intervention as a last resort.^

Note: *Rejected in Round 1; ^Rejected in Round 2.

When there are concerns for safety

If the person is involved with loan sharks, the first aider should consider consulting the police.*

If the person is involved with loan sharks, the first aider should encourage the person to consult the police.*

If the person is involved in illegal activities related to their gambling, the first aider should:

- Encourage the person to confess to the police.*
- Consult the police.*
- Encourage the person to seek legal help.^

The first aider should encourage the person to contact anyone who has been harmed by any illegal activity due to the person's gambling activities, admit what they have done and face any consequences.^

The first aider should act to protect family members who may be at risk due to the person's gambling activities.#

*Rejected in Round 1; ^Rejected in Round 2; #Rejected in Round 3.

Appendix H – Helping someone with gambling problems: mental health first aid guidelines



HELPING SOMEONE WITH GAMBLING PROBLEMS:

MENTAL HEALTH FIRST AID GUIDELINES

What are gambling problems?

In these guidelines we use the term *gambling problems* to refer to difficulties over time in limiting money or time spent on gambling, which leads to adverse consequences for the person, others, or for the community. This could include someone whose gambling is having a great enough impact on their life to receive a diagnosis of a gambling disorder, but may also include people with less severe problems.

Gambling problems are mental health problems. In addition, people with gambling problems are likely to have other common mental health problems, such as depression, anxiety and substance use problems.

Motivations for gambling

The motivations for gambling vary. Some people gamble to win money, while for others, it offers fun and excitement or an opportunity to socialise. However, when gambling becomes a problem these motivations may change. A person with gambling problems may be more likely to gamble in order to:

- Escape problems or negative emotions
- Build self-esteem
- Make up for gambling or other financial losses.

People who have gambling problems often have false beliefs about the chances of winning, e.g. superstitions about luck or a belief that they can beat the system. They may also feel the need to gamble with increasing amounts of money as a way to achieve the same amount of excitement they experienced when they first started gambling.

Any form of gambling can become a problem. However, some types of gambling can cause more problems than others, e.g. gaming machines.

How can I tell if someone has gambling problems?

It is important to know the risk factors for gambling problems (see Box 1). It is also important to recognise the warning signs for gambling problems (see Box 2). A person may exhibit a few of these signs and not have gambling problems, or exhibit only one sign and experience significant gambling problems. These signs are only an indication that there may be a problem. However, the more signs a person exhibits, the more likely they are to have gambling problems.

All MHFA guidelines can be downloaded from mhfa.com.au



HELPING SOMEONE WITH GAMBLING PROBLEMS:

MENTAL HEALTH FIRST AID GUIDELINES

Box 1: Risk factors for gambling problems

People have a higher risk of developing gambling problems if they:

- Have an early big win (leading to a false expectation of future wins)
- Have easy access to their preferred form of gambling
- Hold mistaken or unrealistic beliefs about the odds of winning, e.g. “It must be my turn for a large win” or “If I don’t gamble today my lucky numbers will come up and I will miss out”
- Do not monitor gambling wins and losses
- Have had a recent negative life event or change, e.g. divorce, job loss, death of a loved one
- Often feel bored or lonely
- Have a history of risk-taking or impulsive behaviour
- Have financial problems
- Have few interests or hobbies, or feel their life lacks direction
- Have a history of mental health problems, particularly depression and anxiety
- Have been abused or traumatised
- Have previously had gambling problems
- Have a parent who also has (or has had) problems with gambling
- Have (or have had) problems with alcohol or other drugs, or overspending
- Have self-esteem that is tied to their gambling wins or losses.

This list is adapted from the “Risk factors for Developing a Gambling Problem” webpage of the Problem Gambling Institute of Ontario (<http://bit.ly/problemgamblingriskfactors>).

Box 2: Signs that indicate a person may have gambling problems

Gambling behaviours

- Frequently thinks and talks about gambling
- Gambles almost every day
- Increases the time they spend gambling or has a pattern of gambling for longer than intended
- Expresses a strong desire or craving to gamble
- Complains of boredom or is restless when they are not gambling
- Gambles rather than doing things they previously enjoyed
- Continues to gamble despite promising to stop
- Repeated unsuccessful attempts to control, cut back or stop gambling
- Gambles to escape problems
- Celebrates their wins by gambling more
- Demonstrates a pattern of returning to gambling in order to recover losses
- Is evasive about gambling losses
- Lies to cover up or fund gambling activities
- Commits illegal acts to fund gambling, e.g. embezzlement, fraud
- Experiences legal problems related to gambling

(cont overleaf)

Approaching someone about their gambling

Do not assume that gambling problems are a phase that the person is likely to pass through. If you suspect that someone you know has gambling problems, it is important to help them because there can be significant negative consequences. These can include relationship breakdown, financial problems, criminal sanctions, loss of employment, family violence, and mental health problems, including suicide.

If you are concerned about someone’s gambling, choose an appropriate time and place to talk. Ensure that there is enough time and that you meet in a private space that is away from distractions and interruptions. It is also important to prepare by having information about help available for gambling problems. If you have arranged a meeting with the person and they do not turn up, do not take this personally. Rather, schedule another time.

How to talk to the person

When talking to the person about their gambling problems, you should talk to them in a calm and rational manner. First state some positive things about the person and your relationship with them. It is important to talk about what behaviours you have noticed, rather than to focus on the person themselves as the problem. Avoid statements that may imply you are judging the person. Explain to the person that you will try not to be judgmental and ask them to tell you if you are. You should also:

- Use ‘I’ statements rather than ‘you’ statements, e.g. “I feel worried when I don’t know when you are coming home or how much money you will have spent” rather than “You upset me when you are late and have spent all our money.”
- Make suggestions rather than telling the person what to do, e.g. “Would you be comfortable seeing a gambling counsellor?” rather than “You should see a gambling counsellor.”
- Ask the person for their perspective, while validating their experience and feelings, e.g. “I understand that gambling is important to you.”
- Give the person enough time to tell their story, because this will help them to open up and trust you.

HELPING SOMEONE WITH GAMBLING PROBLEMS: MENTAL HEALTH FIRST AID GUIDELINES

Box 2: Signs that indicate a person may have gambling problems (cont)

- Becomes defensive or angry when asked about their gambling
- Blames others for their gambling or its consequences
- After gambling, expresses:
 - Remorse
 - Guilt
 - Depressed feelings
 - Hopelessness
 - Fear of others finding out
 - Worry over where they will get money to cover living expenses
 - Anger towards themselves, or family and friends.

Signs evident while gambling

- Gambles for three or more hours without a break of at least 15 minutes
- Focuses so intensely on gambling that they don't react to what is going on around them
- Stays on to gamble after friends leave the venue
- Stops gambling only when the venue is closing
- Finds it difficult to stop gambling at closing time
- Regularly starts gambling as soon as the venue is open
- Friends or relatives call or arrive at the venue asking if the person is still there
- Withdraws cash two or more times while at the gambling venue
- Leaves the venue to find money so that they can continue gambling
- Asks for a loan or credit from the venue
- Borrows money from others while at the venue
- Gambles until all the money they have with them is used up
- Shows significant changes in mood during a gambling session
- Looks very sad or depressed after gambling
- Displays anger, e.g. swears to themselves, grunts, kicks or strikes gaming machine
- Blames the venue or gaming machine for losing.

Mental and physical health signs

- Does not look after their health as a result of their gambling activities, e.g. does not take medication or eat a healthy diet
- Has experienced negative emotions as a result of gambling, e.g. sadness, anxiety, stress, anger.

Financial signs

- Does not want to spend money on anything but gambling
- Increases their usage of or acquires additional credit cards
- Complains about mounting debts
- Takes on extra jobs or works for overtime pay, but has no money to show for it
- Makes promises to pay back family and friends but never does so
- Consistently late in paying bills or misses payments entirely
- Frequently contacted by debt collectors
- Owes money to a loan shark

(cont overleaf)

You should **not**:

- Tell the person to 'just stop gambling'
- Lecture, interrogate or argue with the person about their gambling problems
- Try to control the person by threatening, bribing, crying or nagging
- Use shame or guilt in an attempt to force the person to change
- Verbally or physically attack the person.

If you think that your ability to help the person is impeded by any negative attitudes towards the person's gambling, or gambling in general, you should suggest that the person talks with someone else.

Dealing with negative reactions

When talking to the person, be prepared for the full range of responses you may encounter, from relief through to anger. The person may deny, minimise, rationalise or lie about their gambling problems, or they may blame others. Also be aware that the person may feel ashamed or embarrassed and may not want to talk. To decrease the chances of this happening, use empathy and compassion.

If the person does not want to talk about their gambling problems, you can tell them about gambling help that is available, and that you are willing to talk when they are ready. If the conversation becomes unproductive or aggressive, you should end the discussion and try again at another time.

Encouraging professional help

There is effective professional help available for gambling problems. However, not everyone needs or wants professional help. The goals of treatment can be abstinence from gambling or setting limits on gambling activities.

Familiarise yourself with the effective treatments available for gambling problems and encourage the person to seek the type of help that is most appropriate for them. You should also familiarise yourself with the local resources available to help people with gambling problems, so that when you are talking with the person you can tell them about these. These services may include professional gambling services, self-help resources, support groups, self-exclusion mechanisms and culturally diverse services.



HELPING SOMEONE WITH GAMBLING PROBLEMS:

MENTAL HEALTH FIRST AID GUIDELINES

Box 2: Signs that indicate a person may have gambling problems (cont)

- Believes that gambling will solve financial difficulties or bring material wealth
- Experiences financial hardship as a result of gambling
- Valuables disappear (and may reappear) without explanation
- Hides financial statements or is secretive about money
- Unexplained missing amounts of money from the house or bank accounts
- Pattern of unexplained loss of money
- Borrows money to gamble or to pay gambling debts
- Over time, increases the amount of money spent on gambling.

Social signs

- Social life or relationships have been negatively affected as a result of gambling
- Becomes isolated from others because of gambling
- Disappears from social events where gambling is also available, in order to gamble
- Unable to be emotionally present or involved in social situations because they are pre-occupied with gambling
- Has conflicts with others about money
- Is criticised by others for their gambling.

Signs evident at home

- Neglects the basic care of their children, or breaks promises to their children about buying them things or spending time with them due to gambling activities
- Steals from family or friends to fund gambling
- Family members:
 - Find evidence of regular gambling, e.g. gambling receipts, Internet browser history, bank statements
 - Hide money from the person in order to cover living expenses
 - Believe they can't trust the person with money
 - Are frequently contacted by debt collectors
 - Experience negative emotions as a result of the person's gambling, e.g. sadness, anxiety, stress, anger
 - Threaten to leave or break up the family due to the person's gambling
 - Experience financial hardship as a result of the person's gambling.

Signs evident in the workplace

- Gambles during work time
- Ability to work or study has been negatively affected as a result of gambling
- Steals items from their workplace to resell
- Repeatedly violates workplace gambling policy.

Because financial problems can be a big part of gambling, you should be aware of resources that can help the person to manage their financial difficulties. The person may also need to access other types of help for problems related to their gambling, e.g. medical help, legal services, mental health services, financial counselling, vocational rehabilitation or social assistance.

You can encourage the person to seek professional help for their gambling problems by pointing out that:

- Gambling problems can be successfully treated. Many people with gambling problems have benefited from professional help, support groups and self-help strategies.
- Seeking help for a problem is a sensible thing to do, rather than a sign of weakness.
- The sooner the problem is addressed, the easier it is to overcome.
- Any professional help will be confidential.

Encouraging the person to change

You are not personally responsible for 'fixing' the person's gambling problems. However, you can encourage the person to change. Do not expect the person to be rational about or to immediately change their gambling. Work with the person to agree on acceptable behaviours, e.g. talking to a professional, staying within agreed spending limits. Be clear about what you are willing to do to help the person, and what behaviours you will tolerate, although these boundaries can be revisited over time.

You can also suggest to the person that they:

- Learn about the strategies that gambling providers use to keep people gambling and maximise profits, e.g. gaming machines are designed to keep people playing and spending money
- Avoid going to gambling venues, even if they are not planning on gambling, e.g. going to a pub for a meal where gambling is available
- Be transparent about finances with their partner or family, e.g. mutual access to bank and credit card records



HELPING SOMEONE WITH GAMBLING PROBLEMS:

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- Allow someone else to manage their finances, e.g. partner or other family member
- Set up accounts and loans so that a second signature is required
- Have a trusted relative or close friend take temporary control of their access to funds
- Arrange to have access to a limited amount of money each day that covers daily expenses, e.g. lunch, parking, coffee.

You should **not**:

- Cover for the person by lying about their gambling
- Deny, justify or minimise the person's problems to yourself or to others
- Accept blame for the person's gambling problems
- Gamble with the person
- Drop off or pick up the person from gambling activities.

Do not give the person money. If the person asks for money to help cover bills or debts, know that it is unlikely to be repaid. Rather than giving them money, refer the person to a relief agency or financial counselling service.

If the person does not want to change

Although it may be obvious to those around them, the person may not see their gambling as a problem, or they may not see it as a problem until they experience a crisis that they cannot solve themselves. The person may also go through cycles of awareness and denial. If the person does not want to change their gambling, you should sensitively ask if gambling and its consequences are getting in the way of the life they want to live. Let the person know that you will be available to help them when they are ready to change their gambling.

Interventions, where a group of people confront the person about their gambling problems, are only recommended as a last resort. If you decide to organise an intervention, do it in a way that helps the person feel supported and cared for, rather than punished or shamed.

Whether or not the person wants to change, you can help the person to reduce the negative impact of gambling by encouraging the person to:

- Limit the amount of time and money spent on gambling
- Only gamble with money that they can afford to lose
- Leave bankcards or credit cards at home
- Restrict gambling activities to ones that they have greater control over
- Balance time spent on gambling with other activities
- Take regular breaks while gambling
- Not gamble to earn money, pay debts or to win back gambling losses
- Not use borrowed money, personal investments or savings to gamble
- Not gamble when alcohol or other drugs have impaired judgment
- Not gamble when angry or upset, or to escape from problems or feelings
- Stop any illegal activities related to gambling.

Supporting the person to change

If the person expresses an interest in changing their gambling and asks for your assistance, you should help them make a list of strategies they can use. These could include:

- Seeking support from family, friends or others to help them change their gambling
- Avoiding spending time with people who are associated with gambling activities
- Identifying and using ways to handle gambling urges
- Setting and sticking to a budget
- If the person gambles online, using software programs that block or restrict access
- Acknowledging that they will not win back past gambling losses.

If the person decides to use these or any other self-help strategies, offer to support them. Note any positive changes the person has made and congratulate them on these. As the person attempts to change their gambling, it is important to focus on the future rather than on past mistakes.

The person who has stopped or reduced their gambling may experience a gap in their life that gambling used to fill, e.g. reduction in social activities. If this is the case, you should suggest activities that you can do with the person that do not involve gambling, (e.g. going to the movies or to a restaurant) and that they reconnect with family and friends. This social support may also alleviate triggers that can worsen gambling problems, such as anxiety, anger, stress, depression or boredom. However, be aware that not all family members or friends may be aware or able to admit that the person has gambling problems.



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Supporting the person through relapse

Be aware that the person may have tried and failed repeatedly to control, cut back or stop gambling. In the course of changing their gambling, the person may make promises that they are unable to keep and may experience a relapse. Although this is a problem, a relapse does not indicate that the person cannot recover. If the person experiences a relapse you should continue to offer support. Tell them that this is not a sign of long-term failure of recovery. Explain that gambling problems took time to develop and it may take some time, and more than one attempt, to change. Keep in mind that supporting a person with gambling problems can be difficult and you should know how to access support for yourself, for instance from a gambling help line or support group, counsellor, or trusted friend or family member.

What to do if you are concerned for the safety of the person or others

Keep private any discussions you have with the person, unless you are concerned about their safety or the safety of others. Be aware that suicidal thoughts and behaviours are more common in people with gambling problems, because the person may see suicide as a way to avoid difficult confrontations with loved ones or creditors, or as a viable solution to financial problems due to life insurance payouts. Be familiar with the Mental Health First Aid guidelines for how to help someone with suicidal thoughts or behaviours (mhfa.com.au/resources/mental-health-first-aid-guidelines).

You should act to protect any children who are being neglected as a result of the person's gambling. If you are concerned that the person may become violent, you should not approach the person alone.

If you are concerned that the person may harm themselves or others, seek professional support.

Purpose of these Guidelines

These guidelines are designed to help members of the public to provide first aid to someone who has gambling problems. The role of the first aider is to assist the person until appropriate professional help is received or the crisis resolves.

Development of these Guidelines

These guidelines are based on the expert opinions of panels of people with personal experience of gambling problems in themselves or others close to them, and mental health professionals with expertise in gambling problems from Australia, New Zealand, the UK, the USA and Canada. Details of the methodology can be found in: Bond, KS, Jorm, AF, Reavley, NJ, Miller, HE, Rodda, SN, Kelly, CM, and Kitchener, BA, (to be submitted in 2015). Helping someone with gambling problems: mental health first aid guidelines – A Delphi study.

The development of guidelines was funded by the Grants for Clinical Research on Gambling by the Victorian Responsible Gambling Foundation.

How to use these guidelines

These guidelines are a general set of recommendations about how you can help someone with gambling problems. Each individual is unique and it is important to tailor your support to that person's needs. These recommendations therefore, may not be appropriate for every person with gambling problems. Also, the guidelines are designed to be suitable for providing first aid in developed English-speaking countries. They may not be suitable for other cultural groups or for countries with different health systems.

These guidelines have been developed as part of a suite of guidelines about how to best assist a person with mental health problems. These other guidelines can be downloaded at: mhfa.com.au/resources/mental-health-first-aid-guidelines.

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Mental Health First Aid Australia. Helping someone with gambling problems: mental health first aid guidelines. Melbourne: Mental Health First Aid Australia; 2015.

Enquiries should be sent to: Mental Health First Aid Australia
email: mhfa@mhfa.com.au

All MHFA guidelines can be downloaded from mhfa.com.au

