



Hjelpelinjen

Er spill blitt et problem?



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20 years = 21.705 calls + 599 chats

- Cooperation between
 - The Norwegian Gambling and Foundation Authority
 - Innlandet Hospital Trust.
- National, anonymous, low threshold service
- Phone, chat, e-mail
- www.hjelpelinjen.no
- Gambling and gaming



Foto: Hjelpelinjen

What does Hjelpelinjen do?



- Support people in crisis:
 - How can you help yourself
 - Psychoeducation
- Guidance to where to find help:
 - Treatment
 - Economical guide
 - Support groups
- Register data on gaming and gambling.

The early days of Hjälpelinjen

- Slotmachines highly visible in public.
- Significantly more calls than expected
- 20% called several times – this showed the need for remote treatment.
- Remote treatment established in 2007.
- The statistics supported the need for change
- 2006 introduction of banknote ban
- 2007 ban on physical slot machines
- 2007 Reduction of gambling, large increase in calls about gaming.



Foto: Wikipedia

What do we see today?



- Slot machines / casino online cause most problem gambling
- More advertising on social media and by influencers.
- Cryptocurrency
- Gaming is more accepted – fewer calls.

Wich market makes a problem gambler?

60% report casino as the main problem.

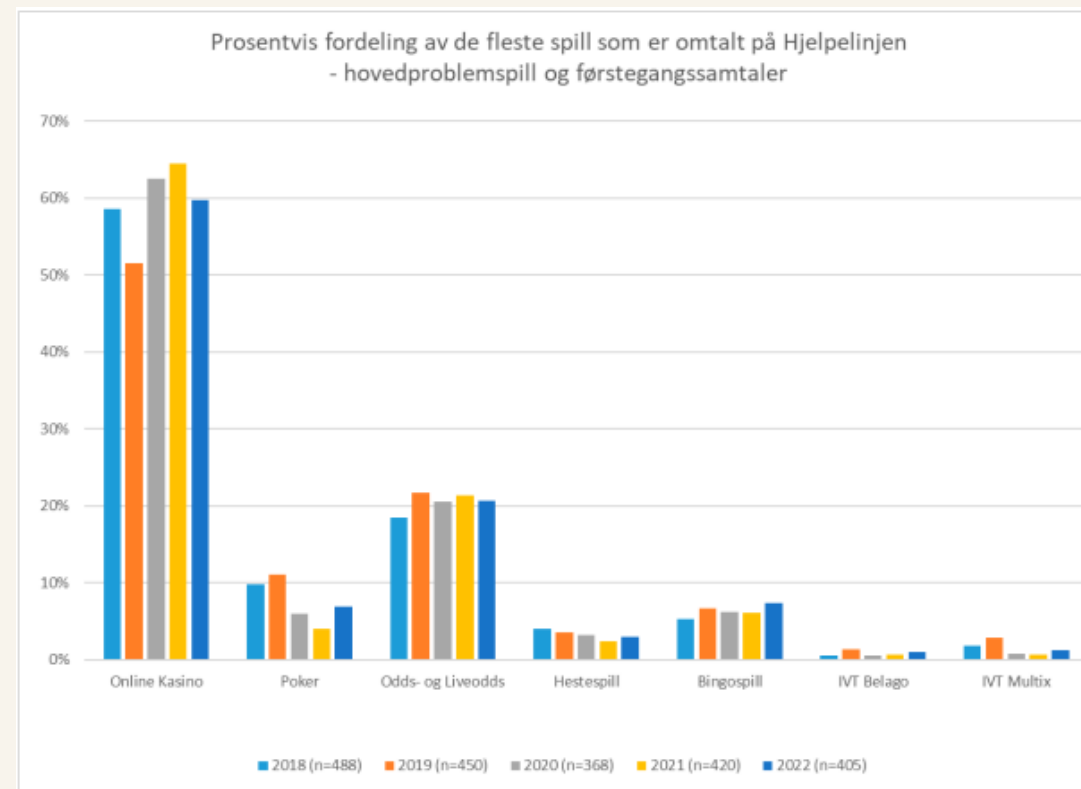
Where do they play:

- Norsk Tipping: 5%
- Both Norsk Tipping and unregulated: 32%
- Unregulated: 56%

Sportsbetting is the main problem: 17%

Where do they play:

- Norsk Tipping: 8%
- Both Norsk Tipping and unregulated: 42%
- Unregulated: 38%



Happy news: reduction of amount of debt

- Reduction over the last three years.
- Payment intermediary ban finally better implemented
- Gjeldsregisteret (debt register) seems to reduce gambling debt

Norwegian kr.	2019	2022
No debt	16 %	37 %
Up to 499.000	40 %	40 %
Over 500.000	44 %	11 %

Foto: Samtalestatistikk 2022. www.hjelpelinjen.no

Do we make a difference?

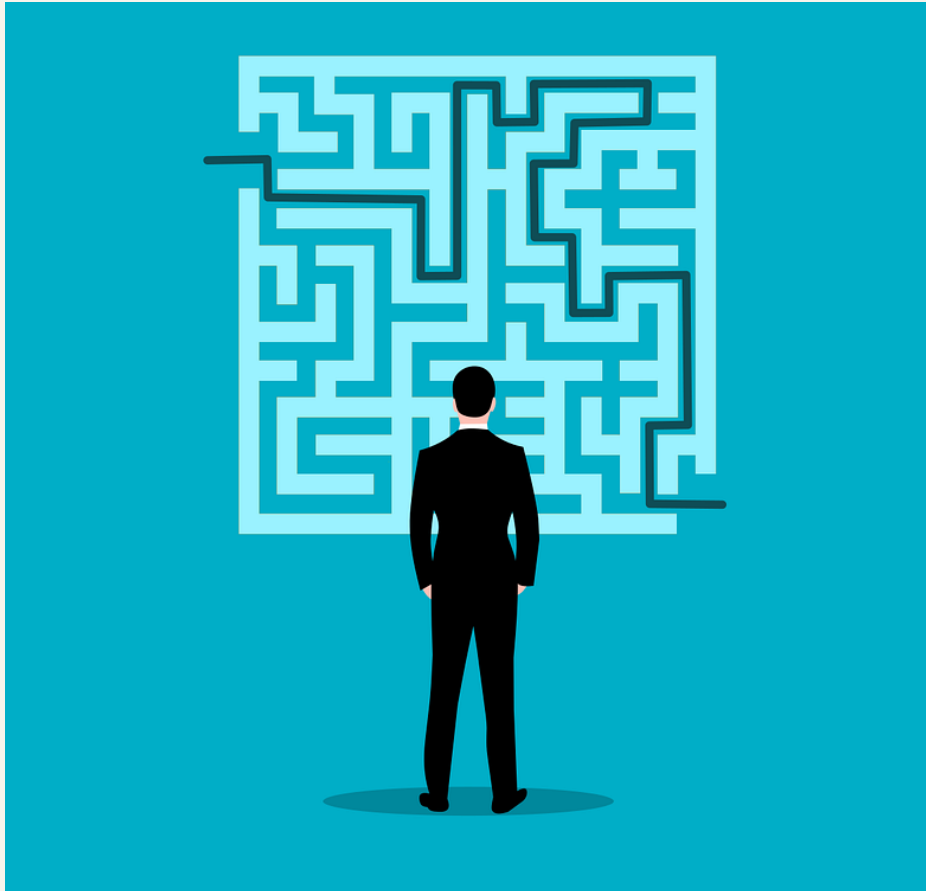


Foto: www.pixabay.com v/Mohamed_hassan

- First time they talk about the problem.
- Relatives and friends ask how to help the gambler.
- Some make several calls – we are their lifeline in a very difficult time.



Telefon 800 800 40

www.hjelpelinjen.no