

A new low-threshold service for significant others in Norway

Magnus Eidem
Blue Cross, Department of Gambling Addiction



Our team and the services we provide:



The National Helpline for problem gambling

Opened in 2003. Anonymous phone and chat/email service aiming to help and assist in lifecrisis related to gambling and/or gaming.

Online treatment

Launched in 2007 and have since then been an important low threshold service making it easier to seek help in Norway

Follow-up for significant others

Aim to assist people close to the problem gambler, weekly phonecalls over three months.

- Just launched, open for participants from April 1st 2025
- Something we have wanted to provide for a long time
- Based on experiences from the online treatment program
- The importance of low-threshold and anonymity when seeking help
- Recent studies confirming healthcare services not good enough



Hjelpelinjen Fjernbasert behandling Pårørendesamtaler

Gratis og lett tilgjengelig hjelp for spilleavhengighet

Spilleavhengighet er ofte en skjult lidelse som gir store negative konsekvenser. Skyld og skamfølelse gjør dette vanskelig å snakke om, men hos oss kan du få hjelp anonymt.

Det å snakke med noen er et viktig første steg for en spillefri tilværelse.

Hopp til

- ↴ Anonym telefon og chat
- ↴ Fjernbasert behandling
- ↴ Samtaler for pårørende
- ↴ Tradisjonell behandling for spilleavhengighet



Kjersti, background:

- Family therapist and special education teacher
- Training from the national Helpline for problem gambling

- Weekly digital meetings (individual)
- Participants sign up on our website
- Introduction video
- First meeting, information, getting to know each other
- Make a plan for the next weeks

- 15 signed up the first month
- 14 female and 1 male
- Mostly spouses, a few parents
- 1 computer game (parent)
- From all parts of Norway
- No drop-outs or cancelled appointments (!)

- So far great feedback, both technical (login), structure and content
- How this can complete the treatment program for gamblers

«..as a couple this makes it easier to understand each other»

«..finally conversations and follow-up on my challenges and not the gambler»

Thank you!

Magnus.Eidem@blakors.no

Phone: +47 402 99 017