

Chapter 53 Online Advice, Guidance and Counseling for Problem Gamblers

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ABSTRACT

Online advice, guidance and counseling for problem gamblers is a rapidly growing area of research. This chapter reviews the literature on this topic and discusses the implications for practice. The chapter also discusses the challenges of providing online advice, guidance and counseling for problem gamblers and reviews the effectiveness of an online help and guidance service for a particular type of advice, i.e. problem gambling.

INTRODUCTION

Online advice, guidance and counseling for problem gamblers is a rapidly growing area of research. This chapter reviews the literature on this topic and discusses the implications for practice. The chapter also discusses the challenges of providing online advice, guidance and counseling for problem gamblers and reviews the effectiveness of an online help and guidance service for a particular type of advice, i.e. problem gambling.

1999). There have also been growing online help and guidance services for problem gamblers. These include the use of online support groups (Griffiths and social phobias (Klein, Richard & Asmus, 2004; Bhatia, Ques, Basso, et al., 2008; Anderson, Carling, Johnson, et al., 2008; Par, Austin Klein, et al., 2008; Tane, Anderson & Schwede, 2008; Apronson, Spelt, Capers, Nilsdotter, et al., 2007; Mackinnon, Griffiths & Christensen, 2008; addictions@andl, 2008; Long, Stewart, et al., 2007; Wills, 2008; Griffiths and Wills, 2008; Linton, et al., 2008; Heger, Knaeuper & Marcker, 2008; and Smith, Kalk, Levin, Williams, et al., 2008). Many of these services are based on self-help and guidance services for problem gamblers. The evaluation utilized a mixed methods design to evaluate a customer help and guidance service for problem gamblers. It was concluded that the service is a good one for the generally motivated gambler and "counseling" services available to problem gamblers. The utility of online advice, guidance and counseling services for problem gamblers is discussed. The objectives of the chapter are to:

- Discuss the importance of online advice and counseling and the emerging technology development in relation to those with addictive behaviors.
- Introduce and discuss the challenges associated with online guidance and counseling development, from different perspectives (social, organizational, technological, etc.).
- Introduce recent technological developments in online guidance and counseling and associated human social implications in relation to those with addictions.
- Be of theoretical and practical interest to various audiences including academics, teachers, researchers, postgraduate students, healthcare providers, health care clinicians, psychologists, nurses, etc. and policy makers.

BACKGROUND: ONLINE THERAPY AND ADDICTIVE BEHAVIOR

For the fourth time in six days, a 24-year-old woman... (Griffiths, 2008)

The initial consultation, the facilitator reviewed the client's history of problem gambling and her current level of distress. The client reported that she had been gambling for over 10 years and that her gambling had become increasingly problematic over the last few years. She reported that she had lost a significant amount of money and that her gambling had become a major source of stress in her life. She also reported that she had been experiencing difficulties in her personal and professional life as a result of her gambling. The client was referred to a specialist gambling treatment service and was provided with information and support to help her manage her gambling and her associated problems.

There are a number of reasons why online help and guidance services for problem gamblers are becoming increasingly popular. One of the main reasons is the increasing prevalence of problem gambling and the associated social and economic costs. Another reason is the increasing availability of online services and the ease with which they can be accessed. Online help and guidance services for problem gamblers can provide a range of support and information to help gamblers manage their gambling and their associated problems. These services can include self-help materials, online support groups, and online counseling services. Online help and guidance services for problem gamblers can also provide a safe and confidential environment in which gamblers can seek help and support. Online help and guidance services for problem gamblers can also provide a range of support and information to help gamblers manage their gambling and their associated problems. These services can include self-help materials, online support groups, and online counseling services.

Types of Online Therapy

There are a number of different types of online therapy available for problem gamblers. These include self-help materials, online support groups, and online counseling services. Self-help materials can include online guides, worksheets, and self-help exercises. Online support groups can provide a safe and confidential environment in which gamblers can seek help and support. Online counseling services can provide a range of support and information to help gamblers manage their gambling and their associated problems. Online help and guidance services for problem gamblers can also provide a range of support and information to help gamblers manage their gambling and their associated problems. These services can include self-help materials, online support groups, and online counseling services.

There are many advantages and disadvantages of online therapy. The main ones have been reviewed elsewhere (Griffiths, 2008; Cooper & Griffiths, 2001; Carling & Anderson, 2006; Abbot, Klein & Cichocki, 2008) and are not listed here. However, it is worth noting that online therapy can be a particularly effective form of treatment for problem gamblers. Online therapy can provide a range of support and information to help gamblers manage their gambling and their associated problems. Online therapy can also provide a safe and confidential environment in which gamblers can seek help and support. Online therapy can also provide a range of support and information to help gamblers manage their gambling and their associated problems. These services can include self-help materials, online support groups, and online counseling services.

Advantages of Online Therapy

- **Online therapy is convenient.** Online therapy can be accessed at any time and from any location. This makes it a particularly attractive option for people who are unable to attend traditional face-to-face therapy.
- **Online therapy is confidential.** Online therapy can be accessed from a private and secure location. This makes it a particularly attractive option for people who are concerned about confidentiality.
- **Online therapy is cost-effective.** Online therapy can be accessed at a lower cost than traditional face-to-face therapy. This makes it a particularly attractive option for people who are unable to pay for traditional face-to-face therapy.
- **Online therapy is available to a wide range of people.** Online therapy can be accessed by people who are unable to attend traditional face-to-face therapy. This makes it a particularly attractive option for people who are unable to attend traditional face-to-face therapy.
- **Online therapy can provide a range of support and information.** Online therapy can provide a range of support and information to help gamblers manage their gambling and their associated problems. This makes it a particularly attractive option for people who are unable to attend traditional face-to-face therapy.

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