



澳門特別行政區政府
社會工作局
GOVERNO DA RAEM
INSTITUTO DE ACÇÃO SOCIAL

Problem Gambling Prevention and Treatment Division - The Resilience Centre

Address: Rua Francisco H. Fernandes, n.º 11, Edf. Walorly, 2º andar - AK1, Macau

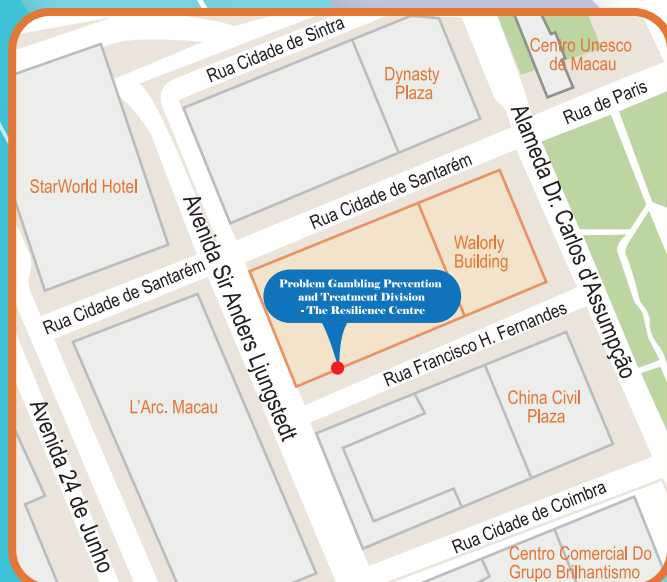
Opening Hours: Monday to Thursday 9:00am to 1:00pm;
2:30pm to 5:45pm
Friday 9:00am to 1:00pm;
2:30pm to 5:30pm
Closed on weekends and public holidays

Telephone: 2832 3902

Fax: 2832 3928

Gambling Treatment Hotline: 2832 3998

Website: <http://iasweb.ias.gov.mo/cvf/>



IAS/E-PAN-07/DTJ-05.2023-10,000exs

Diagnostic Criteria for Gambling Disorder

Diagnostic Criteria for Gambling Disorder

A. Below are the gambling conditions of your past 12 months. Please ☒ in the space below

- | | Yes | No |
|--|--------------------------|--------------------------|
| 1. Needs to gamble with increasing amounts of money in order to achieve the desired excitement. | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Is restless or irritable when attempting to cut down or stop gambling. | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Has made repeated unsuccessful efforts to control, cut back, or stop gambling. | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Is often preoccupied with gambling (e.g., having persistent thoughts of reliving past gambling experiences, handicapping or planning the next venture, thinking of ways to get money with which to gamble). | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Often gambles when feeling distressed (e.g., helpless, guilty, anxious, depressed). | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. After losing money gambling, often returns another day to get even ("chasing" one's losses). | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Lies to conceal the extent of involvement with gambling. | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Has jeopardized or lost a significant relationship, job, or educational or career opportunity because of gambling. | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Relies on others to provide money to relieve desperate financial situations caused by gambling. | <input type="checkbox"/> | <input type="checkbox"/> |

B. The gambling behavior is not better explained by a manic episode.

Analysis result:

- 1-3 "yes" answers: your gambling behavior may be classified as high risk level, increase the addiction risk, more living problem will arise.
- 4 or above "yes" answers: you may already be gambling addicted, you may be facing living, working and family problems caused by uncontrollable gambling. Please approach a gambling treatment center for assistance A.S.A.P..

Adapted from the American Psychiatric Association Diagnostic Criteria from DSM-5 2013

Translate version: this Chinese translate version is translated by The Social Welfare Bureau – The Resilience Center, DSM5 English version shall prevail.

Note: The above assessment is for reference only, a formal assessment needs to be done by a professional worker.



Seek for Help

Gaming Inspection and Coordination Bureau (DICJ) - "Self-isolation and Third-party Exclusion Applications"
Address : Avenida da Praia Grande, No. 762-804, Edifício China plaza, 12º andar A, Macau
Telephone : 83973286

QR code of online appointment for "Self-isolation"



24 Hours Counselling Services :



24小時賭博輔導熱線
24 Hours Gambling Counseling Hotline
União Aberta de 24 horas para o aconselhamento da Problemática do Jogo
28230101

WhatsApp counselling : 63287371
"WeChat" counselling : skh24hli
Online counselling : 24gcho.org

Gambling Disorder Prevention Association :

Youth Men's Christian Association of Macao – Smart Financial Management Plan
Address: Avenida do Ouvidor Arriaga, n.º 70-A, Edifício Fortune Tower, 1º andar (the left unit), Macau
Telephone : 28302600

The Youth Volunteers Association of Macao - "Rainbow Life" Gaming Service Plan
Address: Avenida de Vale das Borboletas de Seac Pai Van, Edifício de Serviços Sociais e de Saúde de Seac Pai Van, "B R/C", (parte B do edifício), rés-do-chão, Coloane, Macau
Telephone : 28812955, 28302575

Macao Chinese Youth Association – Smart Teenager Project
Address: Avenida do Almirante Lacerda, no.131, Edifício Industrial Wa Long, 10.º andar, Macau
Telephone: 28358963

Integrated Service Centre of Northern District of Macao Federation of Trade Unions – Smart Ambassador Project
Address: Av. de 1 de Maio, Areia Preta, No.39-117, A1-W1, 1.º andar, Edifício Kuong Fok On Fa Un, Macau
Telephone : 28470789

Seek for Help

Gaming Disorder Prevention and Treatment Association :
Sheng Kung Hui Gambling Counseling and Family Wellness Centre
Address : Av. Marginal do Lam Mau, No.415, Leisure Garden R/C e 1-AR/C, Macau
Counselling Hotline : 28223372

Macao Gaming Industry Employees Home Integrated Services Centre
Address: Rua de Francisco Xavier Pereira, N° 163-165B, Edf. Mei Lam Garden, Bl. 1, 1ª-A-D, Macau
Counselling Hotline: 28716622

Bosco Youth Service Network – FREEland
Address: Rua da Barra, n.º 22-22F, Edf. Hoi On, ac/v, Macau
Telephone: 28553430

Fountain of Love and Joy Integrated Family Service Centre
Address: Rua do Dr. Lourenço Pereira Marques n.os 75-87, "The Riviera Macau", r/c e 1.º andar AR/C, Macau
Telephone: 28930362

Macao Federation of Trade Union Fai Chi Kei Integrated Service Centre
Address: Rua de Fai Chi Kei, Habitação Social do Fai Chi Kei – Edf. Fai Fu, 3 Andar B, Macau
Telephone: 28233902

Yat On Responsible Gambling Counselling Centre
Address: Rua do Comandante Mata e Oliveira n.º9-11, Edf. "Kam Loi", R/C, Loja K
Counselling Hotline : 28210033

Marital and Family Counselling Centre of the Macao Catholic Family Advisory Council
Address: Av. da Concórdia, No. 281, 4º andar, Edf. May Fair Garden, II Fase, Macau
Telephone: 28388886

Salvation Army Happy Family Integrated Service Centre
Address: Rua dos Hortelãos, n.os 329-343, Edf. de Alameda da Tranquilidade, CR/C, Macau
Telephone: 28420361

The Macau Industrial Evangelistic Fellowship
Address: Rua Nova da Areia Preta, Edf. Nam Va San Chun, Bl-1, R/C-A
Counselling Hotline : 66881354

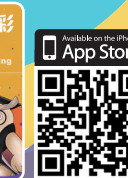


澳門特別行政區政府
社會工作局
GOVERNO DA RAEM
INSTITUTO DE ACÇÃO SOCIAL

Problem Gambling Prevention and Treatment Division - The Resilience Centre



Under 21
In compliance with Law n°10/2012 of the Special Administrative Region of Macau, it is restricted the admission at casinos of individuals under 21 years old.



Problem Gambling Prevention and Treatment Division - The Resilience Centre Introduction

Aim to provide counseling services to people affected by gambling addiction problems and to their families and, through community prevention activities, reduce the possible harm caused to these individuals.

Service Contents:

- 1) Face-to-face counseling- Assessing the level of harm caused by gambling addiction in order to enable affected individuals to change their behavior, control their emotions, improve relationships with their families and rebuild a healthy lifestyle, as well as to prevent gambling relapse.
- 2) Telephone counseling-The Problem Gambling Counselling Hotline 28323998 provides counseling services to the citizens.
- 3) Community Awareness Activities- Raising awareness of the problems caused by gambling addiction and how to get help, using different types of media, namely mobile applications, website, online platform and TV adverts among others.
- 4) Palestras e Actividades a Nível Comunitário – Realização de palestras e actividades educativas sobre a prevenção contra os distúrbios provocados pelo vício do jogo.

Introduction

- 5) Special Project- Subsidizing private welfare institutions to develop problem gambling prevention plans designed for different groups, as those previously developed, namely "Personal Finance Awareness Plan", "Smart Teen Plan" and "Rainbow Life Gaming Industry Employees Service Program".
- 6) Responsible Gambling Awareness- Conducting activities surrounding responsible gambling, in developing of "Responsible Gambling Information Kiosks", "Responsible Gambling Mobile Phone Application" and "Responsible Gambling Performance Indicators"
- 7) Professional Training- in collaboration with the Gaming Inspection and Coordination Bureau, the University of Macau and the Macao Polytechnic University, established "Training course for Professional Certification in Gambling Counselling" and "Training course for Professional Certification in Gambling Instructor"



What is Gambling?

To bet on something unpredictable with money or with a valuable object, and such a temporal act is irreversible and non-negotiable.

Robert Ladouceur(2003), Laval University

What is Responsible Gambling?

Responsible Gambling occurs in a properly regulated environment where one's involvement in gambling activities brings no harm to the gamblers, family members, friends, other gamblers, or casino staff; nor would it lead to negative consequences for the local community and residents. In other words, the objective of Responsible Gambling is a practice that confines the gambling-related damage to a socially acceptable level.

To reach this goal, Responsible Gambling requires

1. Government
2. Gamblers, family members and friends
3. Gaming operators
4. Gaming Disorder Prevention and Treatment Association
5. Education and other community organizations

to collectively bear the responsibility in ensuring that the gamblers make informed decisions about their participation in gambling and that their gambling behaviors are responsible to themselves, family members, friends and the society as a whole.



Knowledge of Gambling and Responsible Gambling



Believe in luck

When gamblers win money, it doesn't mean that they are lucky. On the contrary, it could be the beginning of misfortune, as in the saying "you lose money all because of winning it!"

Gambling is an activity in which you can easy to win money

Gambling is just a game. Don't treat it as an activity in which you can win money. Gamblers often overlook the casino advantage, like 24-hrs in operation, dealers work in shifts, having a huge cash flow and control over gambling odds and commissions.

Biased memory

Gamblers only remember the experience in winning. However, do you realize how much you have lost?

There could be other ways out besides gambling...

The truth behind gambling:

Gamblers always overlook the casino advantage: it is "impossible to track patterns" of gambling outcomes since they are determined by probability. The casinos decide on the gambling odds, which are derived from meticulous calculation. Though gamblers have a taste of winning from time to time, the casino is always the big winner at the end. The truth is that you are sure to "lose money in the long run".

Can experience increase the chances of winning?

Even if you have thirty years experience playing Baccarat, you can never guess what the next card will be! Because every gambling result is random probability. Absolutely it cannot be predicted according to the experience.

Myth of Gambling



Sure win strategy

The random outcomes in gambling are unpredictable since every bet is independent of the previous ones. Gamblers use "sure win strategy" as an excuse to make themselves feel comfortable to keep on betting to chase losses.

The Illusion of an Approaching Win

The chance of having four or five identical patterns for slot machine is multiplied by folds, yet the gambler always thinks if he/she has four identical patterns, he/she will get five identical patterns very soon and is unable to stop playing and as a result, loses a lot of money.

Responsible Gambling Tips

8 items of cognitions and behaviors about responsible gambling



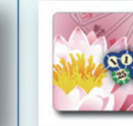
Understand clearly about the fact of gambling



Impossible to track "patterns"



Must lose in long-time gambling



Establish a limit of budget



Establish a limit of time



Don't gamble when you get drunk



Don't borrow money to finance gambling



Seek help actively

