



# LGBTQ+ Helpful Scripts

These scripts support a trauma-informed, LGBTQ+ affirming, shame-free approach to screening for gambling harms using the Mini PGSI and Full PGSI. They can be used across all stages of the screening and referral pathway.

## 1. Opening & Normalising Scripts

### Routine introduction

"I'm going to ask two short questions we ask everyone about gambling. Lots of LGBTQ+ people are affected by gambling—either their own or someone else's—so this helps us make sure support is there if it's ever needed. You can skip anything you don't want to answer."

### Normalising The Topic

"Gambling harms are common, especially when people are dealing with stress, isolation, or discrimination. You're not alone in this."

### Affirming identity before screening

"Before we start, is there anything about your identity, pronouns, or support needs that would help me make this conversation feel safer for you?"

## 2. Scripts for Asking the Two Screening Questions

### Q1 – Gambling involvement

"In the last 12 months, have you spent money on any form of gambling? That could be online slots or casinos, sports betting, bingo, lottery or scratchcards, betting shops, in-person casinos, or gaming with loot boxes."

### Q2 – Gambling harms

"In the last 12 months, have you been negatively affected by gambling—your own or someone else's? That might look like money worries, debt, relationship stress, hiding things, mental health impacts, or feeling out of control."





### 3. Scripts for Each Pathway

#### A. No gambling + no harm

"Thanks for letting me know. If gambling ever becomes something you're worried about—yours or someone else's—you're always welcome to bring it here."

#### B. Gambles but no harm reported

##### Psychoeducation

"Some LGBTQ+ people find gambling stays a bit of fun, and for others it can become stressful over time, especially with everything else going on in life."

##### Offering optional PGSI screening

"We work closely with an LGBTQ+ gambling harms service called Recover with Pride. They can offer a short check-in using a tool called the PGSI to help you understand your gambling patterns. Would you like to know more about that?"

#### C. Harm from own gambling

##### Validation

"Thank you for sharing that—it takes a lot of courage to say it out loud. What you're describing is something many LGBTQ+ people experience, especially when dealing with stress or pressure."

##### Offering referral

"Recover With Pride is an LGBTQ+ affirming service that can support you with this. They can do a PGSI screening and offer ongoing support. Would you like me to help you connect with them?"

#### D. Harm from someone else's gambling

##### Validation

"Being affected by someone else's gambling can be heavy, emotionally, financially, and in relationships. You deserve support with that."

##### Offering referral

"Recover With Pride also supports people impacted by someone else's gambling, not just people who gamble themselves. Would you like me to link you in with them?"

#### E. "Not sure" responses

##### Normalising uncertainty

"It's completely okay not to be sure, lots of people feel that way, especially when gambling is part of someone's routine or relationships."

##### Offering exploratory support

"Recover With Pride can help you think things through without any pressure. Would you like that option?"





#### 4. Scripts for Explaining Recover with Pride

##### Short description

"Recover With Pride is an LGBTQ+ focused gambling harms service run by Brighton & Hove LGBTQ+ Switchboard. They offer confidential support, a short PGSI screening, and help for people who gamble, and people affected by someone else's gambling."

##### Longer description

"It's a safe, LGBTQ+ affirming space where you can talk openly about what's going on. They understand the specific pressures LGBTQ+ people face and can support you with practical steps, emotional wellbeing, and exploring your relationship with gambling."

#### 5. Scripts for Offering Referral Options

##### Offering choice

"There are a few ways we can do this, and you're in control of what happens next."

##### Warm referral

"If you'd like, I can pass your details to Recover with Pride and ask them to contact you directly."

##### Supported self-referral

"We can fill in their contact form together, so you decide exactly what's shared."

##### Information only

"Or I can give you their details so you can reach out in your own time."

#### 6. Scripts for Consent & Safety Checks

##### Checking what can be shared

"If you're happy for me to refer you, what information would you like me to share with them? I'll only include what you consent to."

##### Safe contact

"Are there any times or ways of contacting you that feel safest? And is it okay for them to mention 'gambling' or 'Switchboard' in messages?"



## 7. Scripts for Closing the Conversation

### Affirming their step

"You've done something really important by talking about this today."

### Reassurance

"Whatever you decide about Recover with Pride, you're not on your own with this."

### If they decline referral

"That's completely okay. If you ever want to talk about this again or explore support options, you're always welcome."

