

NRGP news.

NATIONAL RESPONSIBLE GAMBLING PROGRAMME

A public/private sector initiative of government regulators and the gambling industry in South Africa

NEWSCLIP INCLUDES GAMBLING ADDICTION IN ITS EMPLOYEE ASSISTANCE PROGRAMME

Newsclip treated its staff to a special Employee Assistance Programme (EAP) talk on gambling addiction. This centred around a play presentation by the National Responsible Gambling Programme performed by Edward Malungane and Tlhapang Petso, who took on the roles of Joe and Tiger, both gamblers - one with a problem, and one without. They ran the full gambling gamut of informal and often illegal games such as 'fafi' and rolling the dice, moving on to betting and more serious card games; visiting a witch doctor for luck; and turning to stealing and staying away from work as things get more desperate.

Following the play, NRGP trainer, Sandra Peterson, explained aspects of the play and described the three types of gamblers – social gamblers, who can happily put R100 into the slot machine and walk away if they lose; problem gamblers, who will immediately play another R100 to try make up for the R100 they have just lost; and pathological gamblers, who are obsessed with gambling and constantly thinking of how to find more money to bet with. Peterson then explained the difference between the illegal methods depicted in the play and legal forms of gambling, such as playing the Lotto, and how the NRGP programme works to provide problem and pathological gamblers with telephonic support and free outpatient counselling services, that also include access to debt



The Human Capital team of Newsclip Media Monitoring in Roodepoort are: (back, from left to right) Nicolette Nel, Elsie Kruger (EAP co-ordinator), NRGP trainer Sandra Peterson and the performing duo Edward Malungane and Tlhapang Petso, with Helen Wasley (HC manager) and (front) Angela Casimiro van Wyk and Marieta Spies.

management counselling. Subject to strict clinical criteria, inpatient treatment is also available for problem gamblers, and this is sometimes covered by Medical Aid.

Attendees were provided with pamphlets explaining the myths and facts about gambling, as well as a full-colour comic titled *Chances are*, which explained Joe and Tiger's story graphically.

TREK NET



NRGP Problem Gambling Counselling Line 0800 006 008

Treatment Division's Workshop

The NRGPTreatment division held a highly successful Treatment Professionals training workshop on the weekend of 20 November 2009 in the Johannesburg area. It was attended by approximately 30 treatment professionals.

The workshop focused on four broad areas of interest to the Treatment Network.

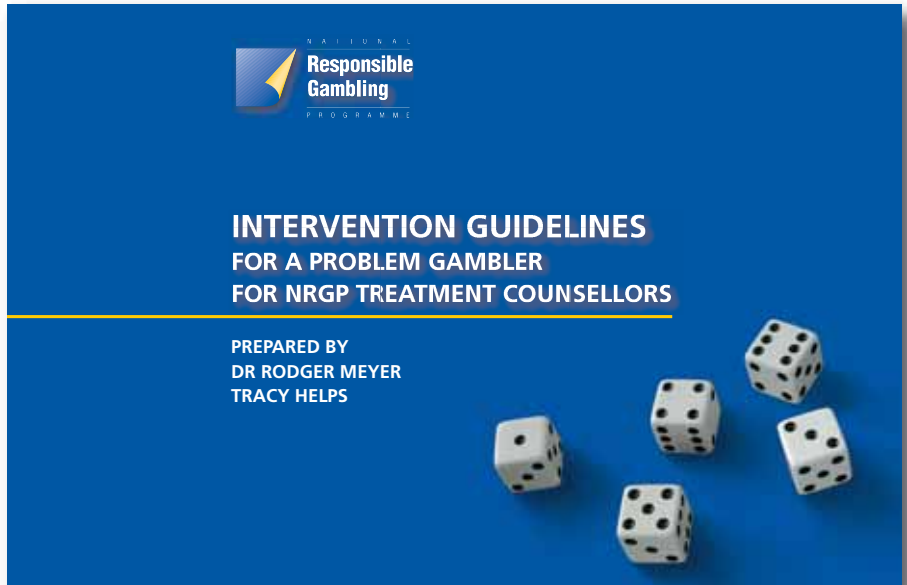
The first presentation by Paul Slot of Money Sense/Octogen reviewed our debt management referral service. Since March 2007 we have referred 135 patients for debt management, of which 50 have required formal debt counselling services. The remainder have been assisted with lesser interventions. Mechanisms to improve the communication between the two services was discussed, including a better feedback of the referrals procedure.

The second presentation was given by Charl Faurie, General Manager of the Casino Association of South Africa, who spoke on challenges currently facing the casino industry. The audience's response to his presentation was quite animated and the session provided the Treatment Professionals with an opportunity to discuss some of their experiences with the casino industry. This opened a useful line of communication between our Treatment Professionals and CASA.

The third presentation was delivered by Jan Foster of Datadesk, a company contracted to do an external independent evaluation of the NRGPTreatment outcomes. Important issues relating to the research protocols were discussed and in particular problems related to patient confidentiality. The research commenced in early December 2009.

Tracy Helps, a Treatment Professional from Johannesburg, presented a teaching session around the newly published intervention manual.

The intervention service provided by the NRGPTreatment Professionals is an important service that we provide to families in distress and therefore it had been decided to devise a manual guiding treatment professionals through the mechanism of the procedure. Copies of the manual have been distributed to all relevant professionals and it is anticipated that this will improve the effectiveness of this element of our programme.



Caption



Caption

Newcomers to the NRGP Treatment Network



**Judith
Gordon-
Drake**

Johannesburg

Judith joined the National Responsible Gambling Programme as a Treatment Professional in 2009. She is a Registered Social Worker who studied later in life, after initially graduating with a B.Soc.Sc. degree in 1980. Her professional interest is Addiction. Judith's strength is her wealth of life experience, including a 29 year

career in communications, marketing and event management. She is married, with three children. Judith works part-time for the National Responsible Gambling Programme, LifeLine Johannesburg, Family Life Centre (FAMSA) and Youthworx Wellness Centre.



**Ndo
Mdlalose:**
clinical psychologist
– and then some

Swaziland

Ndo Mdlalose is a registered clinical psychologist, with an MA in clinical psychology from the University of Pretoria, who consults in private practice at Swaziland's Mbabane, Manzini and Medisun private hospitals. But she doesn't stop there.

Recently she opened a health spa in Manzini, where she takes stress management a step further by using professional health, fitness and beauty therapists to ensure that patients not only have their spiritual needs attended to but are physically rejuvenated as well.

In addition to all this, she is the Swaziland representative for numerous South African emotional wellness companies with which her operation is affiliated, and also facilitates a number of corporate consultancies, mainly dealing with the recent retrenchments and closure of significant companies in Swaziland.

She is also a member on the boards of a number of female economic development institutions as well as Young Heroes, an international organisation that addresses the needs of orphaned and vulnerable children in Swaziland.



**Helen
Pienaar:**
Helping -
and learning

Bethlehem

New treatment professional Helen Pienaar of Bethlehem, Free State, brings an impressive combination of experience and education to her new task, and her work for the NRGP has given her a couple of new insights as well.

Helen is a Free Stater to the backbone. She was born at Virginia, in the Free State goldfields, and stayed there until she matriculated and moved to Bloemfontein to enroll at the University of the Free State. There she obtained first a BAEd, majoring in psychology, and then an MA in counselling psychology.

After a stint at the university's student counselling service she went on to work as a psychologist for the Department of Labour and then for the Department of National Education.

Helen then moved to Bethlehem, where she triple-hats as a private practitioner, a lecturer in

psychology and also student counselor at the QwaQwa campus of the University of the Free State.

Working with problem gamblers has added new facets to her extensive experience in psychology, she says.

"What is important to understand about a problem gambler is that his problem doesn't just affect himself but also his family, and it can affect his performance in his work-place too. Thus it's important to address yourself to the person and not just his problem.

"It's been a new learning experience for me – and one of the things you learn is that no-one can ever say: 'It's never going to happen to me.'"



NRGP Schools Programme: Knowledge versus Magic

Educating South African school pupils about responsible gambling is do-able, even those from low-income families – but there is a strong belief in magic which will not be dispelled by the new knowledge.

That is the conclusion of researchers Nelleke Bak, Natalie Bossi, and Alexander Schuhr following a pilot education programme in a number of South African schools late last year.

In a poster presentation at the 10th annual conference of the National Centre for Responsible Gambling in Las Vegas in November last year the researchers said that surveys had suggested that about 6% of South African adolescents gambled regularly.

Taken with a 2009 survey finding that most gambling was concentrated in peri-urban areas of high unemployment, there is motivation for programmes that teach youth how to make responsible decisions about gambling.

“It is especially hoped that education can play a role in curbing the incidence of problem gambling among adolescents and unemployed recent school-leavers.”

To this end, the NRGP had commissioned a 15-lesson pilot school curriculum, aimed at 13-16 year olds, called “Taking Risks Wisely”.

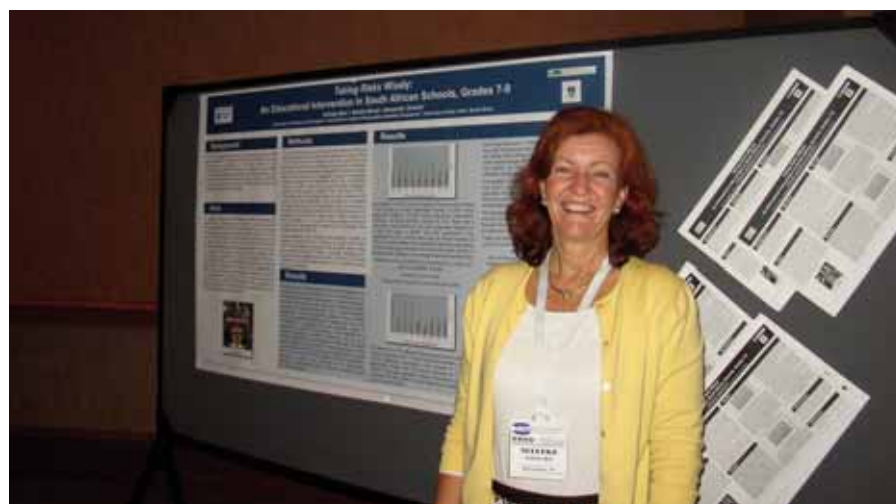
According to the presenters the programme has been piloted in five provinces, and to date has involved 38 schools and at least 1 387 pupils. Research assessing the pilot implementation has two aims:

- To assess the extent to which learners increased their knowledge of gambling as a form of risk-taking behaviour, and of how to make responsible decisions, developed understanding that games of chance are not a reliable way to make money, and learned that chances of winning or losing are not influenced by ancestors or other forces that can be influenced.
- To determine the impact of the programme on behavioural change.

The 38 schools at which the curriculum was applied - all but eight located in peri-urban areas – were selected by the provincial education department, with pre- and post-lesson surveys administered by teachers to all learners who had been taught at least five

The conclusion reached was that expert-designed curricula on risk and probability could improve knowledge about gambling among middle-school-age learners even in very poorly resourced schools serving children of low-income households.

“However, belief in magical influences on gambling outcomes is stubborn in this group, and can persist alongside new knowledge that contradicts it.”



Nelleke Bak

GRAF CONFERENCE

The seventh annual conference of the Gambling Regulators of Africa Forum took place in Swaziland in September 2009.

Dr Rodger Meyer represented the NRGF and delivered a presentation on the internet and responsible gambling and, inter alia, how the new SA draft amendment bill has attempted to address these issues (and in the process produced legislation that will probably make a local remote gambling industry most cumbersome, unprofitable and uncompetitive).

The conference was well attended by nearly 100 regulators from most African countries where a gambling industry is active. Although, in relative financial terms, many of these industries are miniscule compared to the South African industry, the problems faced by regulators in all countries appear more or less the same.

The conference provided a forum for regulators of the industry in Africa to trade ideas and contribute to developing the industry as a successful leisure resource in the continent of Africa.

A local NGO, LifeLine Botswana has joined forces with the Gaming Association Botswana (GAB) to help the more serious victims of the infamous one-armed bandit. GAB is an association of licensed casinos in the country.

Through the collaboration, LifeLine Botswana is currently running the Responsible Gambling Toll Free Counselling Line - 0800 600 884 and offering treatment and counselling for GAB clients with serious gambling problems.

NRGF EMPOWERS COUNSELLORS IN BOTSWANA

THE NRGF TRAINER BARBARA VAN DER SPUY AND EXECUTIVE DIRECTOR PROFESSOR PETER COLLINS OFFERED AN INTENSIVE WEEKEND TRAINING COURSE FOR EIGHT LIFELINE COUNSELLORS IN GABORONE, BOTSWANA FROM 20-22 JULY 2009.

According to Barbara, the members were very enthusiastic "despite the fact that training was taking place on public holidays, they requested that we start earlier and work later so they could gain as much knowledge and information in the short time available."

Their biggest need was training in counselling problem gamblers and their families, so this formed the main focus, with some time spent on broader issues such as telephone counselling, professionalism and ethics.

Afterwards the LifeLine counsellors felt that they were now confident enough to answer any gambling line telephone queries and deal with problem gamblers and their families.

The much smaller population does not warrant the maintenance of a treatment network in Botswana where there are few social workers or psychologists available in the remote areas of the country, so a more workable solution is that LifeLine



On course in Botswana... eight enthusiastic LifeLine counsellors from Gaborone, Botswana, who attended a responsible gambling counselling course run by NRGF trainer Barbara van der Spuy (second from left) are (from left to right): Boemo Mokobung, Martin Muiruri, Zelna Jones, Ludo Senome, Vicky Musau, Maungo Mooki, Ruth Moore and Bogadi Ramatlapeng.

incorporates the whole programme, providing both the telephonic contact as well as input for follow-up treatment sessions.

As needed, LifeLine counsellors will be trained in the implementation of the NRGF's six-session treatment protocol for

compulsive gamblers after telephone assessment and initial counselling had been done. These sessions would be done face-to-face where possible and telephonically where clients are too far from the main centres. Inpatient clients would still be sent to South Africa for further treatment, subject to the usual stringent criteria.

TEACHING TEENAGERS TO TAKE RISKS WISELY

In South Africa, no one aged under 18 is allowed to gamble, yet a small number of young people do participate in illegal or informal forms of gambling.

More often than not, teenagers are playing dice and card games and gambling informally on the playground during breaks. High school learners are betting their pocket money – or other items of value – on the outcome of games of chance, in the hopes of doubling their money or getting rich quickly. Occasionally they experiment with gambling on the Internet or sports betting.

As part of the mandate to address any social problems that accompanied the legalisation of gambling in South Africa in

1996, the National Responsible Gambling Programme (NRGP) operates a problem gambling counselling line and offers access to a nation-wide network of treatment professionals, in addition to conducting public awareness and prevention campaigns, training industry staff and regulators, and doing research.

A little known fact is that one of the provisions of the Gambling Act is that all schoolchildren in South Africa should receive education about the dangers of gambling.

In three provinces – the Western Cape, Gauteng and Mpumalanga – the NRGP has been presenting a lively edutainment play involving more than 229 000 high school learners at some 476 schools.

This project has been financed by the provincial gambling boards in the case of Gauteng and Mpumalanga and the Western Cape's Social Development department, in collaboration with the provincial education departments.

More than 68 000 learners at 197 schools have participated since inception of the educational programme in the Western Cape in 2002 until its cessation in 2009.

Since inception of the educational programme in Gauteng in 2004, nearly 150 000 learners at some 250 schools

have been involved to date, including 33 716 learners at 60 schools during 2009/10 to date alone.

More than 14 600 learners at 28 schools in Mpumalanga have participated in this educational programme since it started there in earnest this year.

The script is based on three characters Joe, Tiger and Sista Bucks and scenarios also depicted in a comic book which is handed out to learners afterwards, along with attendance certificates for inclusion in their individual portfolios.

“From the start with its schools outreach project, the NRGP has wanted to have responsible gambling included in the school curriculum, as part of the lifeskills orientation syllabus which covers the concept of risk-taking behaviour,” said the NRGP's executive director Peter Collins.

“This is as required by law, a fact often overlooked by some critics who think we are trying to make gambling more acceptable at school level.

“Even though the percentage of youth involved in problem gambling behaviour is relatively small, the same risk-taking elements are common to alcohol and drug abuse and unsafe sex practices.”

MPUMALANGA MOVES ON PROBLEM GAMBLING

In July 2009, the National Responsible Gambling Programme was asked to submit proposals for mounting a problem gambling awareness campaign in collaboration with the Mpumalanga Gambling Board. This was approved at the end of September 2009 and work started in earnest at the beginning of January 2010.

By the end of the second school term, 28 schools had been visited, involving 14 611 learners. From March onwards NRGP trained facilitators had started visiting Empilweni pay stations in the Witbank and Nelspruit areas and visits will be extended to other areas until August this year.

Cedrick Chiloane, Departmental Manager: Communications of the Mpumalanga Gambling Board, with the team of actors after a school performance.



BEEFING UP NRGP TRAINING THROUGH ACCREDITATION

During the past year the NRGP Training Division has increased its training numbers by over 60%, presenting its Basic Course and Train-the-Trainer modules to a total of 3 264 individuals during the financial year 2009/2010.

Most were gambling industry employees and, to a lesser extent, employees at various provincial gambling authorities

and other groups involved in public awareness campaigns.

The NRGP Training division is headed by manager Natalie Bossi, who coordinates and conducts training with a team of two trainers, Sandra Peterson and Razeena Saloojee, who present training regularly at the larger casinos and bookmakers in and around Gauteng.

Natalie Bossi and Sandra Peterson are also spearheading the NRGP's efforts to attain accreditation for the NRGP as a training service provider with the Tourism, Hospitality and Sport Education and Training Sector Authority (THETHA), as well as aligning its Basic Course with the South African Qualifications Authority (SAQA) unit standards.

NRGP TRAINERS IN GAUTENG



RAZEENA SALOOJEE

Razeena Saloojee has been a training consultant for the NRGP in Gauteng for the last six years. She has a Bachelor of Psychology and a BA degree in Health Science, specialising in psychological counselling. She has also been involved in liaison relating to the establishment of a gambling helpline for Muslims.



SANDRA PETERSON

Training consultant Sandra Peterson recently joined the NRGP training team in Gauteng. She has a masters degree in Psychology from Wits and has many years of training experience, having trained for the Education SETA, as well as the SETA for Safety and Security. She has worked as an evaluator for Africa Competency Development (ACD).

Wellness Day at Parliament

Thanks to the efforts of a National Responsible Gambling Programme team, Parliamentarians now have no excuse for not knowing what problem gambling is all about, or what to do about it.

The NRGP made sure its message was heard loud and clear when its team took part in a wellness day held at Parliament on 6 and 7 October last year.

The NRGP provided information on problem gambling, myths and facts about gambling and the help available to problem gamblers and their families, and had two telephone counsellors – Nwabisa 'Euginia' Budaza and

Cerian Statham – present to assist anyone with queries about problem gambling.

According to the report-back the event was very successful from the NRGP's point of view, with "a large amount of interest in our organisation, with a number of persons requesting information regarding warning signs, how to assist family or friends and how our organisation could be of assistance.

"During the course of the two days brochures were handed out to about 100 interested persons. There were also a number of positive responses to the service we offer, as the majority of persons were not aware of our programme.

"The staff involved in organising the event were welcoming, helpful and friendly which certainly added to the success of the event".

SINGAPORE PUMMELS PROBLEM GAMBLING

In straight-laced Singapore, where erring juveniles are caned for misbehaving and smokers are arrested for chucking their stompies in the street, the National Council on Problem Gambling has announced a range of no-you-don't safeguards aimed at cramping addicts' style.

Some of them might look draconian to players in other countries, but the Singaporeans live in a part of the world

where gambling is as much a way of life as breathing.

Casino-going Singaporeans and permanent residents have long had to pay an entry levy, and steer clear of tough exclusion orders which have already led to 29 000 problem gamblers being banned. Now there are:

- A voluntary stop-loss service, where patrons can limit their losses before they start gaming
- Limits on credit facilities

- A ban – applying to all Singaporeans and permanent residents – on using credit or debit cards in a casino: since there are no casino ATMs, patrons will have to go elsewhere to load up their pockets; this, the NCPG calculates, will give them a chance to think about the money they are spending.

Information on problem gambling will also be prominently displayed on premises and casino staffers will be trained to detect and deal with problem gambling cases.

Laying the foundation for responsible gambling in South Africa

The Foundation is a not-for-profit, Section 21 company. Although it is independent, it will report regularly on its activities to the South African Advisory Council on Responsible Gambling, as well as to the provincial and national authorities charged with the regulation of gambling.

The board of the Foundation continues to contain an equal number of regulators and industry professionals together with its independent chairperson. The executive director Professor Peter Collins is now a full member of the Board and there is provision for adding additional members to the board.

The programme is funded by voluntary contributions from the gambling industry which, it has been agreed, should equal 0.1% of gross gambling revenues (money staked less money paid out in winnings). This currently gives the Foundation an annual income of R15,6m from the industry.

The Foundation also undertakes special projects at the request of provincial governments or gambling boards which generate additional income. All gambling companies, except the lottery, in South Africa contribute to funding the National Responsible Gambling Programme (NRGP).

Functions

The principle function of the Foundation is to ensure that everything which reasonably can be done to minimise the harm caused by problem gambling is, in fact, done.

This means, first of all, that people with a gambling problem or who are close to someone with a gambling problem, can get sympathetic and well informed advice from a suitably qualified counsellor by telephoning the tollfree counselling line number (0800 006 008) at any time of the day or night throughout the year.

The telephone counselling service also facilitates referral to one of a team of some 72 Treatment Professionals located in 53 towns throughout southern Africa. These treatment professionals offer a structured course of outpatient treatment consisting of six to nine one-hour sessions, which typically include counselling for the family of the problem gambler as well as offering supplementary debt and money management assistance.

In rare cases the Foundation subsidises inpatient treatment at a clinic specialising in the treatment of addictions. All problem gamblers who seek help through the counselling line and are referred for treatment are followed up in the context of an Integrated Care Programme.

Prevention through public awareness

The Foundation, however, is at least as concerned to prevent people from becoming problem gamblers in the first place as it is to ensure that they are effectively helped if they do develop problems. To this end an extensive public awareness programme highlights the dangers of gambling and how to avoid them, exposing myths about gambling and

encouraging people to adopt practices such as setting limits to their losses in advance of starting to gamble.

These messages are disseminated in all South African languages through the media of newspapers and radio. The public awareness programme also provides brochures etc to gambling venues which should be easily accessible to players and which are reinforced by appropriate signage in gambling venues.

The public awareness team are also responsible for liaison with politicians, regulators, the media, health and social work professionals and interested members of the public. They also organise special events (such as gambling awareness days), conferences and seminars, exhibitions as well as being responsible for co-ordinating and publicising the work of the other service providers when, for example, they are invited to give interviews to the media or to speak at national and international conferences.

Training

Also, as part of this programme, training about problem gambling issues is given to all staff working in the industry.

Research

By common consent, however, in all jurisdictions, too little is known about the causes of problem gambling and consequently about the best means of preventing it through regulation and consumer education and successfully treating it. The Foundation, therefore, supports very high quality research which focuses on the particular circumstances of South Africa and especially its less advantaged communities.

This research combines pioneering work carried out in South Africa with the application to South African circumstances of cutting edge international research. Research projects include regular studies of rates of participation in different forms of gambling and the prevalence of problem gambling in South Africa.

Studies are also underway which focus on the relationships between poverty and ignorance and problem gambling as well as on the behaviours which distinguish the majority of gamblers who never get into trouble with gambling too much from the few who do.



NGB Board services co-ordinator Lungile Mazibuko, with members of the board of directors of the South African Responsible Gambling Foundation (back, from left to right): Derek Auret (CEO Casino Association of South Africa), Dave Webster (Sun International), Thembinkosi Ngobese (Peermont), and (front) Peter Collins (executive director, SARGF), Chris Fismer (businessman), Vincent Maphai (independent chairperson and businessman) and Mmathebe Maja (National Gambling Board of South Africa). Inset photo: director Serobi Maja (Limpopo Gambling Board).