



Quick Facts about Problem Gambling and The National Responsible Gambling Programme (NRGP) in South Africa

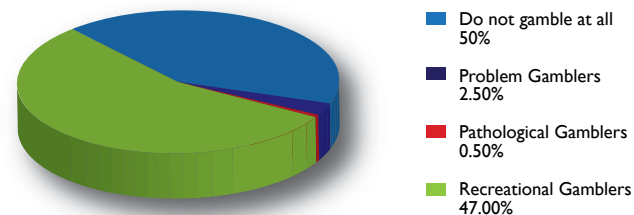
- The NRGP is the only programme of its kind in the world where education, research and treatment are integrated into one programme. It is studied by legislators, regulators and academics from international jurisdictions as an example of successful practice.
- The NRGP has achieved a high degree of national and international recognition, and in so doing, reflects well on a country which is leading the way in addressing the critical social issues which have arisen as a result of gambling.
- Problem gambling numbers have remained stable over the past three years at between 3% and 4.7% with 0.5% experiencing severe problems, in line with international trends. Available evidence suggests that regulated gambling at casinos constitutes no greater risk than other forms of gambling but that illegal gambling on games such as Fafi, dice and cards does significantly increase the risk of problem gambling. Internet gambling constitutes a serious potential threat.
- From inception to February 2010, the NRGP's tollfree counselling line (0800 006 008) has received more than 293,000 calls. 11,599 callers were referred for free treatment by a medical professional (or about 100 per month on average). More than 3,400 have received assistance telephonically.
- The multilingual treatment network, operating 24 hours a day and seven days a week, has 72 treatment professionals and has been extended to 53 towns and cities in southern Africa.
- Over 22,733 gambling industry workers, along with staff from government regulatory authorities, have received formal training on the subject of compulsive and problem gambling.
- R91-million has been invested in the programme by the private sector up to February 2010.
- The website www.responsiblegambling.co.za enjoys up to 1,000 hits monthly.
- The NRGP's services are advertised widely in the media and through collateral inside casinos and other gambling venues such as horseracing.

What is Problem Gambling?

In line with the findings of the best international and national research, the South African Responsible Gambling Foundation recognises that South Africans fall into one of the following categories:

- Those who don't gamble at all on any form of gambling, including the lottery. This group was estimated to constitute about half the South African population in 2009.
- Recreational gamblers, for whom gambling is a harmless recreation and who do not spend more time or money on gambling than they can comfortably afford. This group was estimated to constitute about 47% of the SA population and frequency of gambling varies widely.
- People who, with varying degrees of frequency, gamble more they can afford to and run the risk that their gambling may cause significant problems in their lives. In line with the findings of the best international research and using the Canadian Problem Gambling Index, this group constitutes around 2.5% of the SA population.
- People for whom gambling is an addiction which they cannot easily control and who, like other addicts, often do significant harm to themselves and others. Such people are also known as "compulsive" (because they cannot control their gambling) and "pathological" (because they are seen as suffering from a psychological disorder or disease). This group constitutes about 0.5% of the SA population.

Type of Gamblers



- One of the distinctions we need to clarify is that between problem gamblers and pathological gamblers:
 - Problem gamblers are those whose gambling causes them personal, social and financial distress. In other words, problem gambling is correlated with social problems, whereas
 - Pathological gamblers are those whose problems are correlated with psychiatric / physiological disorders.

It is not the case that pathological gamblers are merely a more extreme form of problem gamblers – the two are different kinds of conditions.

What is the National Responsible Gambling Programme (NRGP)?

When the South African government developed the policy framework for a new gambling dispensation, it established a tightly controlled regulatory environment to ensure that gambling operators comply with a range of measures designed to address the incidence of problem gambling, and to promote a culture of responsible gambling in the country. The internationally-respected National Responsible Gambling Programme (NRGP), a public/private sector partnership of government and industry grew out of these measures.

What started out in June 2000 as a collection of local in-house industry programmes evolved into the National Responsible Gambling Programme (NRGP). With effect March 2009, the NRGP has been supervised by the SA Responsible Gambling Foundation (SARGF), a not-for-profit Section 21 company, which comprises a board of directors, representing regulators and industry.

Chaired by Dr Vincent Maphai, it is a resource which integrates research (monitoring), public education (awareness and prevention), industry-wide training, as well as a national treatment network and a problem gambling counselling line.

It is the only programme of its type in the world which is jointly controlled by a public/private sector partnership, involving government and the industry. This model, and the fact that contributions are voluntary, yet substantial, is unique among gambling jurisdictions worldwide, and this formula is now to be emulated in a number of other countries – including Britain.

The NRGP is funded by voluntary contributions from the private sector excluding the National Lottery, but including the casino, horse racing, bingo and limited payout machine (LPM) industries. This comprises 0.1% of the industry's Gross Gambling Revenue (GGR).

Tel +27 21 83 625 6155 Fax +27 21 422 3490
 Website: www.responsiblegambling.co.za
 Email: info@responsiblegambling.co.za
 PO Box 16331 Vlaeberg 8018 South Africa



South Africa's National Responsible Gambling Programme:



Key Facts and Statistics



Problem gambling calls to the Counselling Line since inception to February 2010: the statistics

What we do:

Research

Qualitative and quantitative research is undertaken annually in South Africa:

- to monitor trends in gambling behaviour, the frequency and scope of gambling activities and attitudes towards gambling
- to measure the prevalence of problem and addictive gambling

Recent research findings using the GA (Gamblers Anonymous) screen which we have used in previous studies going back to 2001, show that problem gambling numbers have not increased and remain constant at 4.8% in 2005 and 4.7% in 2008. The available evidence suggests that regulating gambling at casinos constitutes no greater risk than other forms of gambling but that illegal gambling on games such as Fafi, dice and cards does significantly increase the risk of problem gambling.

The Research division comprises a team of 10 local and international academics, including Professor Don Ross, Professor Graham Barr, Andre Hofmeyr, Dr Carla Sharp, Professor David Spurrett, Jacques Rousseau, Dr George Ainslie, Andrew Dellis and Professor Harold Kincaid. They report to Professor Peter Collins as executive director of the SARGF.

Research findings and analysis can be found on www.responsiblegambling.co.za

Training

Since inception 22,733 industry employees, staff from the nine provincial regulators and public servants including healthcare and social workers and treatment professionals, as well as lay counsellors have attended the various basic, advanced and train-the-trainer courses run by the NRGPs Training division. Training is conducted across all nine provinces at 18 different casinos. Staff at all major bookmakers and horse racing operators also received training, as well as those of the LPM operators.

National Schools Programme

The principal objective of the National Schools and Youth Programme is to ensure compliance with the provision of the Gambling Act which requires that all schoolchildren in South Africa receive education about the dangers of gambling.

However, the Programme is part of the life skills component of the National Curriculum and teaches learners how to make responsible decisions in general about all forms of high-risk behaviour. At the same time, the Schools Programme also teaches money management skills, reinforcing education about risk-management, and enhancing numeracy, critical thinking and communication skills.

All teaching materials are designed to be maximally interactive, engaging and easy to use for both teachers and learners.

The NRGPs has commissioned a 15-lesson pilot school curriculum, aimed at 13-16 year olds, called "Taking Risks Wisely". The programme has been piloted in five provinces, and to date has involved 38 schools and about 1,500 learners.

Public Education and Prevention

The main thrust of the NRGPs prevention programme is to educate gamblers, potential gamblers and society as a whole about responsible gambling. Awareness activities are aimed particularly at schoolchildren, adults and senior citizens, in urban, peri-urban and rural communities. Sustained media coverage, advertising, promotional and public advocacy campaigns supplement the public awareness programme, while other channels include exhibitions, electronic and printed newsletters and the NRGPs Internet website. The NRGPs advertising has won a number of awards and received particular praise from the international independent review commissioned in 2009.

Treatment and Counselling

Headquartered in Cape Town, the NRGPs treatment network incorporates a problem gambling counselling line with a network of 72 treatment professionals in 53 towns and suburbs throughout the country and beyond its borders. It provides outpatient support which is based on a customised six-session counselling programme with a high success rate – completely free of charge.

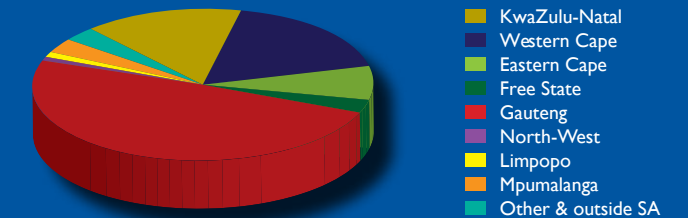
Subsidised inpatient treatment is currently available at five clinics – in Cape Town, Johannesburg, Bloemfontein, Durban and East London.

A Family Counselling Programme to help family members is available, as is a Continuing Care Programme for problem gamblers who have completed the NRGPs six-session treatment programme but require ongoing support in group therapy. Another element of the service is debt management counselling as an optional post-treatment service, in collaboration with Money Sense.

Problem Gambling Counselling Line

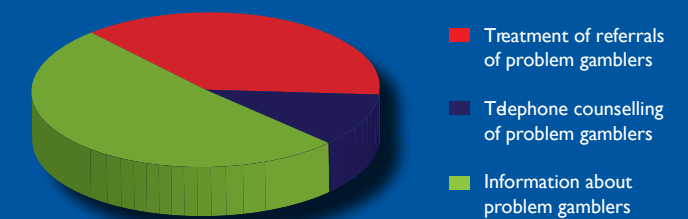
- this 24/7 service manned by multilingual telephone counsellors deals with around 500 problem gambling inquiries a month
- more than 100 problem gamblers a month are referred to the NRGPs treatment network for free and confidential outpatient treatment and counselling
- on average one gambler a month requires admission to a clinic for inpatient treatment
- an Integrated Care Programme started in 2005, which involves a treatment professional referring a client back to the counselling line for regular follow-ups and support

Call per province since inception 2010



- Calls per province: Gauteng 49%, Western Cape 18%, KwaZulu-Natal 15%, Eastern Cape 7%, Free State 3%, Mpumalanga 3%, Other provinces and areas outside the Republic 3%.
- 60% male, 40% female
- 56% married; 28% single; 11% divorced; 3% widowed and 2% separated
- 62% employed; 14% unemployed; 13% self-employed; 3% on pension

How callers were helped since inception to February 2010



- How callers were helped: 38% of callers were referred for treatment; 51% were responses to requests for information; 11% were successfully helped on the telephone by the counsellor taking the call.
- 40% of callers had obtained information on the programme through press coverage or public service advertising, clearly illustrating the success of the NRGPs public affairs and education initiatives; 46% obtained information about the NRGPs via collateral or staff in gambling venues.