

Founded in May 2000, the National Responsible Gambling Programme is an internationally unique public/private sector partnership of gambling regulators and industry in South Africa, it is the only programme of its kind in Africa

NRGP QUARTERLY REPORT

FOR THE PERIOD OCTOBER - DECEMBER 2008



NATIONAL
**Responsible
Gambling**
PROGRAMME



1. EXECUTIVE SUMMARY

During the past quarter training has continued to receive priority with responsible gambling training reaching 613 casino and racing staff.

Problem gambling calls for this quarter totalled 768. 45% (345) of these callers were referred for treatment which is slightly down from the previous quarter but not unusual for the fourth quarter. An equal number of callers simply required information about problem gambling and were adequately counselled via the telephone and therefore did not require one-on-one treatment. This quarter also saw 74 "other" problem gambling referrals including 68 referrals of family members for further treatment. Overall, 16% (842) of our calls were related to problem gambling and the remaining 83% (4 400) were designated non problem gambling calls and not directly related to our primary purpose of dealing with gambling problems. These figures are consistent with the previous quarter and show no significant changes.

The counselling telephone line service is in the final phases of the introduction of the Integrated Care Programme software, which will allow us to follow up treatment referrals more closely and thereby monitor treatment outcomes more effectively.

Data collection for the 2008-09 National Prevalence Study was conducted to completion. 3 000 randomly selected South Africans living in the four major metropolises were surveyed by staff of Ipsos-Markinor. The survey solicited information on general demographics, patterns of gambling, place of gambling in comparison with other leisure activities, extent of risk for problem or pathological gambling, behavioural impulsivity, and Axis-I emotional disorders. Data is now being analysed by the research team and a report should follow shortly.

During October and November the schools facilitators visited ten schools in Gauteng reaching 7 871 learners. This brings the tally for the financial year to date to 16 066 learners at 19 schools; and 859 learners in the Western Cape, bringing their tally to 3194 for the quarter. Schools have been alerted to the programme for the New Year starting 14 January 2009 in Gauteng and 21 January 2009 in the Western Cape.

An extensive advertising campaign was run nationally over the December period.

The Gauteng Teachers' Workshop and the KwaZulu-Natal Teachers' feedback workshop are planned for February 2009.

2. PUBLIC AWARENESS AND TRAINING

The publication and distribution of the Annual Report to all stakeholders within the industry took place early in December. The NRGP exhibition was displayed at the Khayelitsha Festival, at which the NRGP was represented for the first time. Facilitators interacted with a wide range of people including tourists, corporate representatives, young children and adults. The festival was rated very successful and staff manning the tent had run out of collateral by the end of the weekend.

Approximate distribution figures of various collateral items at the festival were as follows:

- 3 000 leaflets
- 1 000 comic booklets
- 1 000 FAQ leaflets
- 1 250 playing cards

The distribution of collateral at schools, libraries and community centres continues. Visits to All Pay centres for the quarter were as follows: 72 AllPay Western Cape locations, interacting with up to 22 335 beneficiaries and 20 670 beneficiaries at 73 paypoints in Gauteng.

A new generic pull-up poster was designed and printed featuring visual elements from the comic book and the slogan 'Don't dice with your future. Copy compilation for the next issue of the NRGP Newsletter is underway. An extensive update of the website is also in progress incorporating the latest statistics and information.

Training

NRGP Basic course

- **Casino training**

The final quarter of the year saw a total of 334 delegates receiving training in the NRGP basic course: Montecasino – 50; Emperors Palace – 145; Gold Reef City – 37; Silverstar Casino – 19; Garden Route Casino – 47 and Goldfields Casino – 27.

- **Horse Racing**

A total of 279 staff received training for this quarter: Gold Circle Kenilworth – 220; Gold Circle George – 10; Gold Circle Knysna – 18; Phumelela Klerksdorp – 12 and Phumelela Rustenburg – 19. Each year Gold Circle ensures that the majority of their staff receives training ahead of the J&B Met, and a total of 248 employees received training.

- **Shine Facilitators**

A group of four new facilitators received training to facilitate the NRGP School's Programme in Gauteng on 3 October 2008.

A total of 613 staff and four new Shine facilitators have received Responsible Gambling training, during the period under review.

INDUSTRY REPORT

A Overview

Highlights during the period under review included:

- the publication and distribution of the 2008 annual report
- translation of the Myths and Facts leaflet into Tsonga and revisions to the Afrikaans version
- continuation of copy compilation for NRGP News
- continuation on a major update of the website
- helping the Free State Gambling Board and Mpumalanga Gambling Board with advertising material featuring their respective logos for local publicity campaigns
- ten school visits in Gauteng, reaching 7 871 learners
- visits to 73 AllPay sites, interacting with up to 20 670 beneficiaries
- three school visits, reaching 859 learners in the Western Cape
- visits to 72 AllPay Western Cape locations, interacting with up to 22 335 beneficiaries
- participation in special events, such as the Khayelitsha Festival in Cape Town
- preparation of materials for the provincial specialist training programme

B Publications

- the NRGP's 2008 annual report was distributed to stakeholders early in December
- a Tsonga translation has been done of the Myths and Facts leaflet pending printing in the new year as required
- a more colloquial rendition of the Afrikaans translation of the Myths and Facts leaflet in response to constructive criticism from the facilitators about the literacy and comprehension levels of the target audience
- a new generic pull-up poster was designed and printed featuring visual elements from the comic book and the slogan 'Don't dice with your future'
- copy compilation for the next issue of the NRGP Newsletter continued

C Website

- An extensive update of the website is in progress incorporating the latest statistics and information.

D Special Events

- The NRGP was represented at the Khayelitsha Festival held at the OR Tambo community hall from 26 to 28 October for the first time this year. The event was pronounced by the organisers as 'a great success' and there was a great atmosphere. Reports from our team of facilitators indicate that it was extremely well-attended. This was reinforced by the fact that by end of Saturday, we had run out of Xhosa leaflets, replenished again on Sunday and had none left by the end of Sunday.

Our facilitators interacted with a wide range of people including tourists, corporate representatives, young children and adults.

General questions posed included information about how the NRGP works and how one can get help. There were again requests by primary school teachers for assistance at that level.

As proof of how popular some of our handouts were, after closing on Saturday night, a half-full box of playing cards was stolen from the stand! A report was filed with the organisers, for the record, but we trust that the message on those joker cards will spread far and wide!

- We would recommend exhibiting at the Khayelitsha Festival again.

E Liaison with other Gambling Boards

We supplied Christabel Hlatshwayo and Banzi Tollie respectively at the following gambling boards with diverse assistance for their marketing/promotional efforts:

- **Mpumalanga Gambling Board** – advertising material for a seasonal campaign as well as providing editorial input for an article the MGB was placing in local newspapers; in addition, emphasis was given to advertisement placements in publications serving that region when the national campaign was compiled
- the **Free State Gambling Board** – advertising material featuring the FSGB logo for a seasonal campaign

F Advertising

Placements to the value of more than R500 000 were made in the following media during December 2008:

Print:

Lowvelder	12 & 19 Dec
Mpumalanga News	11 & 18 Dec
Middelburg Observer	12 & 19 Dec
Witbank News	12 & 19 Dec
Ridge Times	10 & 17 Dec
Big Issue	Dec 2008
Gaming For Africa	Dec/Jan 2008
Gaming For Africa (Yr.P)	Dec 2009
Mail & Guardian	12/12/08 & 23/12/08
The Mercury	12/12/08 & 17/12/08
DFA (Diamond Fields Advertiser)	12/12/08 & 17/12/08
EP Herald	12/12/08 & 17/12/08
Volksblad	12/12/08 & 17/12/08
The Times	12/12/08 & 17/12/08

Radio:

Lesedi	11-24/12/2008
RSG	11-24/12/2008
5 FM	11-24/12/2008
OFM	11-24/12/2008

This was augmented in Gauteng and Western Cape with additional budgets from those provinces to include the following publications and radio stations:

Gauteng (two advertisements):

The Citizen
Pretoria News
Beeld

Western Cape (two advertisements):

Cape Times
Die Burger (Wes)

Radio spots over two weeks:

Cape Talk
Good Hope FM
Radio 702
Metro

PROVINCIAL INDUSTRY REPORT

A GAUTENG

Schools project

Despite the late start this year, three out of eight blocks have been completed (nearly 38% of the target) during only 13 weeks of actual schooling.

During October and November the actors visited ten schools reaching 7 871 learners.

This brings the tally for the financial year to date to 16 066 learners at 19 schools (*note: adjustment made to this figure as one school was accidentally counted twice in previous quarterly report*).

Schools have been alerted to the programme for the New Year starting 14 January 2009.

• AllPay

During the period under review the team of facilitators interacted with:

- 7 105 people at 25 paypoints during October
- 6 225 people at 24 paypoints during November, and
- 7 340 people at 24 paypoints during December.
- Sub-total for the period under review: 20 670 beneficiaries at 73 paypoints

This brings the tally from September to end December 2008 to 27 030 people at 98 paypoints.

B WESTERN CAPE

Schools project

During October the actors did a roadshow to the Worcester district and visited three schools reaching 859 learners.

This brings the tally for the financial year to date to ten schools, reaching 3 194 learners – over a period encompassing only 13 weeks of actual schooling.

New actors had to be trained, as due to the late resumption of the contract, previous actors had prior work commitments.

Schools have been alerted to the programme for the New Year starting 21 January 2009.

AllPay

During the period under review the team of facilitators interacted with:

- 7 905 beneficiaries at 24 paypoints during October
- 7 330 people at 24 venues during November, and
- 7 100 people at 24 paypoints during December

- Sub-total for period under review: 22 335 beneficiaries at 72 paypoints

This brings the tally from August to end December 2008 to 120 pay point visits, reaching about 37 620 beneficiaries.

Specialist training: Gauteng and Western Cape

A curriculum meeting has been held and material for the four modules on the LPM industry, Internet/remote gambling, self-exclusion and problem gambling is being finalised and prepared for PowerPoint presentation formatting and handouts.

Proposals are awaited from a local training organisation for arranging eight half-day workshops for the specified target audiences - corporate and community opinion makers.

3. RESEARCH

In the fourth quarter of 2008 the following researchers participated in research activities supported by the NRGF:

- Professor Don Ross (Director), University of Cape Town & University of Alabama at Birmingham
- Dr. George Ainslie, Veteran's Medical Centre, Coatesville Pennsylvania
- Professor Graham Barr, University of Cape Town
- Mr. Richard Cartwright, Postgraduate student, University of Cape Town
- Professor Peter Collins, Executive Director NRGF, University of Salford
- Mr. Andrew Dellis, Postgraduate student, University of KwaZulu-Natal
- Professor Glenn Harrison, University of Central Florida
- Mr. Andre Hofmeyr, Postgraduate student, University of Cape Town
- Professor Harold Kincaid, University of Alabama at Birmingham
- Mr. Jacques Rousseau, University of Cape Town
- Professor Carla Sharp, Baylor College of Medicine (Texas)
- Professor David Spurrett, University of KwaZulu-Natal
- Dr. Martine Visser, University of Cape Town
- Professor Rudy Vuchinich, University of Alabama at Birmingham

Noteworthy activities / events since the previous quarter were:

- Data collection for the 2008-09 National Prevalence Study was conducted to completion. 3,000 randomly selected South Africans living in the four major metropolises were surveyed by staff of Ipsos-Markinor. The survey solicited information on general demographics, patterns of gambling, place of gambling in comparison with other leisure activities, extent of risk for problem or pathological gambling, behavioural impulsivity, and Axis-I emotional disorders. Data is now being analysed by the research team.
- Professor Sharp led a workshop at Baylor College of Medicine in Houston in early December to design the Cognition Study that will be conducted in Cape Town during 2009. Mr Dellis, Mr. Hofmeyr and Professor Ross participated. Consultation was provided by Professor Mauricio Delgado from Pennsylvania State University. A design blueprint has subsequently been prepared.
- Mr. Dellis and Professor Ross presented a research poster at the Annual Conference of the National Center for Research on Gambling in Las Vegas in November. Professor Sharp was the lead author. The presentation focused on recent work conducted by the team to validate screens for identification of disordered gambling in SA. As stressed in the presentation, these are the first such results for a developing country.
- Mr. Hofmeyr circulated preliminary analysis of data from a pilot experiment aimed at studying the method of impulse control known as 'reward bundling', developed by Dr. Ainslie, which was conducted in August and September 2008 with a subject sample of UCT students. On the basis of these results, Professor Ross, Professor Harrison, Dr. Ainslie and Mr. Hofmeyr are now refining the design for application as part of the 2009 Panel Study. This project has been made possible by cash funding and expert consultation donated by the University of Central Florida.

- Professor Glenn Harrison of the University of Central Florida has joined Mr. Hofmeyr's doctoral thesis committee, and in that capacity becomes part of the NRGP research team that will conduct the 2009 Panel Study. Professor Harrison is internationally recognized as a leading behavioural economist, with special expertise in attitudes to risk and intertemporal impatience.

4. TREATMENT

Problem gambling calls for this quarter totaled 768. 45% (345) of these callers were referred for treatment which is slightly down from the previous quarter but not unusual for the fourth quarter. An equal amount of callers simply required information about problem gambling and were adequately counselled via the telephone. Referral to one to one treatment was not required. This quarter also saw 74 “other” problem gambling referrals including 68 referrals of family members for further treatment. Overall, 16% (842) of our calls were related to problem gambling and the remaining 83% (4 400) were designated non problem gambling calls and not directly related to our primary purpose of dealing with gambling problems. These figures are consistent with the previous quarter and show no significant changes.

With regard to the referral of family members for counselling, we have devised a draft manual for intervention planning as $\frac{2}{3}$ of our family programme referrals required the service. The manual has been developed to assist our treatment professionals to guide family members in an intervention process which is designed to bring the problem gambler to a point where they might consider treatment. The draft document has been circulated to our treatment professionals and the idea is to produce it in a form that will enhance this particularly important element of our services. Our internet based counselling service receives many emails related to the intervention process whereby family members helplessly watch the problem gambler in their midst cause much damage and are unable to intervene. We believe that upgrading this element of our programme will enhance our overall effectiveness.

Provincially the distribution of problem gambling referrals remains very constant which suggests that there are no major changes in the problem gambling population of the various provinces. With a proposed introduction of the LPM industry in Gauteng during the course of 2009, we will watch to see whether this contributes to any changes in problem gambling in this province. Historically, our experience has been that the introduction of LPM’s has not made a significant difference to problem gambling by province.

The other statistical data related to the profile of problem gamblers including language, employment, age, gender and marital status remain unchanged. It would suggest that the industry has achieved a level of maturation regarding problems related to the gamblers.

A constant 31% of our problem gamblers have already applied for self exclusion prior to seeking help with the service. We have come to realize that a significant proportion of these problem gamblers have simply requested referral for treatment in order to meet the requirement to have their exclusion order lifted. This has left many of our counsellors in a dilemma because our treatment programme is designed to encourage problem gamblers to abstain from gambling i.e. remain gambling free. The purpose of lifting a self exclusion order is to return to gambling.

This has created a difficult therapeutic contradiction for many of our treatment professionals; we have therefore decided to develop a treatment intervention designed specifically for those problem gamblers who wish to have their self exclusion order lifted and return to gambling. The content of this treatment programme, which will run parallel to our existing programme, will have a harm reduction component as oppose to an abstinence based programme. We will therefore be able to tailor treatment requirements more specifically to our patient’s needs rather than the current confusion that has arisen.

With the proposed introduction of the new self exclusion regulations it is imperative that we develop this treatment intervention.

Regarding the type of gambling, we have noticed a marginal increase in problems related to internet gambling in the last quarter, 2.46% of our problem gamblers reported problems on the internet and in this quarter that had risen to 4.35% of our referrals. We shall watch this figure closely.

We are pleased to report that the Telephone line service is in the final phases of the introduction Integrated Care Programme software which will allow us to follow up treatment referrals more closely and thereby monitor treatment outcomes better.

STAFF MATTERS

Heinrich Benjamin has resigned but is willing to remain until middle January 2009, after which Gugulethu Cebekhulu (who has worked for the NRGP as a counsellor before) will be returning from the UK to fill this vacancy.

Supervision

Supervision continued on a weekly basis with the emphasis being placed on work shopping the Integrated Care Program. Dr Meyer attended various supervisions during the last quarter assist with the refining of this program.

TECHNOLOGY

Client referral software

Dr Schoonbee has refined the client referral software and it is working smoothly. He is currently working on the Integrated Care Program which should be installed in January 2009.

VISITS AND WORKSHOPS

The counselling line counsellors paid a visit to GrandWest Casino on the 8th October 2008. This was a general visit to obtain a better understanding of the inner workings of a casino.

5. SCHOOLS' PROGRAMME

The members of the schools programme are:

- Prof Nelleke Bak (curriculum developer)
- Prof Graham Barr (consultant)
- Ms Loren Human (trainer and schools liaison officer)
- Dr John Schoonbee (national coordinator)
- Mike Muendane (senior liaison officer)

Main objectives for August – December 2008

The main tasks of the group were to:

- Work out an overall outline of the *Taking Risks Wisely* curriculum for Grades 10-12.
- Develop additional material for other Learning Areas (Economic and Management Sciences, as well as for Mathematical Literacy and Consumer Studies).
- Develop audio-visual material and update NRGP schools' programme website.
- Liaise with additional provincial departments to implement pilot study.
- Monitor and start to analyze feedback from KZN pilot study.

ACHIEVEMENTS OF OBJECTIVES

Overall outline of the NRGP schools' programme – *Taking Risks Wisely*, Grades 10-12

Following a meeting in October 2008, the outline for the new *Taking Risks Wisely* curriculum for Grades 10-12 in the Learning Area Life Orientation was approved. Preliminary texts are being developed and will be presented to critical readers in 2009.

DEVELOPMENT OF ADDITIONAL MATERIAL

Development of the expanded curriculum entailed writing educational material on responsible gambling for other Learning Areas in schools. A module has been written, entitled *Money Matters*, for Grade 7 that is aimed for the Learning Area Economic and Business Sciences. This module is also suitable for teaching budgeting principles to members of youth associations like Umsombomvu. Furthermore, additional educational material has been developed for Grades 10-12 with more advanced mathematical analyses and budgeting considerations. This material is aimed for the Learning Area Mathematical Literacy or can also be used in the Learning Area Consumer Studies.

DEVELOPMENT OF WEBSITE AND ADDITIONAL AUDIO-VISUAL MATERIAL

The material for *Taking Risks Wisely – Grades 7-9* is being adapted both in CD-rom format as well as for posting on the NRGP schools' programme website. The rationale for this is to provide teachers and learners with additional, expanded material that supplements and enhances the paper-based texts.

LIAISON WITH ADDITIONAL PROVINCIAL DEPARTMENTS OF EDUCATION

Western Cape.

We met with 2 education officials, 10 principals and 9 Life Orientation Curriculum Advisors about the pilot project. This was followed up with a training workshop in Stellenbosch for 20 teachers, principals and curriculum advisors who are involved in the pilot project. The pilot was started being implemented in August 2008. A feedback session is tentatively planned for June 2009.

Northern Cape

After meeting with senior officials who agreed to implement the pilot study in Northern Cape schools, an orientation session for 12 principals and a training workshop for 20 teachers were presented. The pilot project was to be implemented in the 10 identified Northern Cape schools in November 2008, with some delaying the implementation till January 2009.

Gauteng

As a result of meetings in September and October, the Gauteng DoE was eventually forthcoming and they are committed to implement the pilot study in some selected schools in early 2009. An information session for 52 curriculum advisors and a training workshop for 24 teachers (24) are scheduled for Feb 20 and 21, 2009.

Eastern Cape

On August 14, the acting CEO of the EC gambling board and senior researcher visited Cape Town and met with NRGPs school programme members. They were keen to have the pilot project implemented into some Eastern Cape schools and contact the MEC for Education is continuing about possible implementation in 2009.

Limpopo

After repeated attempts to establish buy-in with the Education department, we finally got the response that Limpopo is not ready for the project yet and will therefore not participate at this stage. We will pursue contact with officials in late 2009.

Mpumalanga

Initial contact with education officials was promising, but there is as yet no definite commitment.

Statistics to date:

	Aug – Dec 2008	Overall
Face to face meetings with departmental officials	3 provinces	7 provinces
Pilot project currently being taught (KZN, WC and NC) Gauteng is online for April 2009	2 provinces	3 provinces
Number of schools in which pilot project is officially being taught at present	21	29 schools
Number of teachers, curriculum advisors and principals who have been instructed and trained	33	108
Feedback from pilot schools and officials	7 schools 12 teachers 2 reviewers 390 learners	7 schools 12 teachers 2 reviewers 390 learners

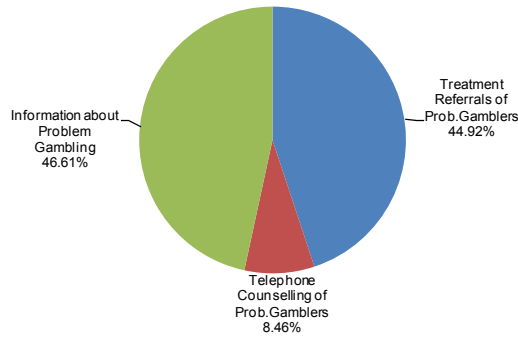
PRELIMINARY PILOT STUDY FEEDBACK AND FINDINGS

The pilot study was implemented in the 8 schools in April 2008. We received feedback from KZN from 12 teachers, 2 independent reviewers and 390 learners in September 2008. The responses have been captured into an Excel spreadsheet and are being analyzed. The initial analysis shows immense support for the programme. A session to discuss the feedback with KZN teachers is planned for February 27 2009.

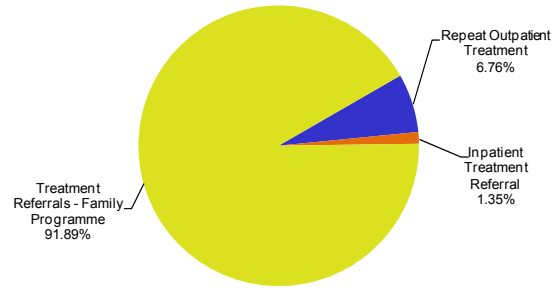
SA PROBLEM GAMBLING FOUNDATION - INDUSTRY
BUDGET VS COSTS
FOR THE 10 MONTHS ENDED 31/12/2008

	BUDGET	ACTUAL	BUDGET
	MAR 08 - FEB 09	COSTS	BALANCE
	MAR 08 - FEB 09	MAR 08 - FEB 09	
RESEARCH			
Fees for National & International Researchers	2,545,085	2,608,639	(63,554)
Management & Co-Ordination	153,000	127,500	25,500
SUB-TOTAL RESEARCH	2,698,085	2,736,139	(38,054)
PREVENTION, PUBLIC AWARENESS & PUBLIC EDUCATION			
Collateral	700,000	636,029	63,971
Advertorials etc	2,100,000	1,965,767	134,233
Communications/Advocacy/Public Affairs	312,000	260,000	52,000
Management & Co-Ordination	168,000	140,000	28,000
Evaluations	200,000	69,175	130,825
SUB-TOTAL PREVENTION, PUBLIC AWARENESS & PUBLIC EDUCATION	3,480,000	3,070,972	409,028
TRAINING			
Basic Training, Advanced & Video Training	362,500	361,971	529
Co-Ordination	162,000	135,000	27,000
SUB-TOTAL FOR TRAINING	524,500	496,971	27,529
TREATMENT NETWORK & HELPLINE			
Counselling Line:			
Counselling Line Costs	1,350,000	945,291	404,709
Treatment			
Inpatient	150,000	80,860	69,140
Outpatient	2,000,000	1,641,400	358,600
Family Programme	160,000	93,040	66,960
Group Sessions	6,750	7,650	(900)
Debt Management	105,000	105,000	-
Helpline and Treatment			
Management	90,000	75,000	15,000
Professional development for TP's incl upgrading manuals & training conference	250,000	101,908	148,092
Delivery of professional therapy & supervision	225,000	187,500	37,500
Evaluations	200,000	101,601	98,399
SUB-TOTAL FOR COUNSELLING & TREATMENT	4,536,750	3,339,250	1,197,500
NATIONAL SCHOOLS	1,745,000	1,318,369	426,631
SUB-TOTAL FOR NATIONAL SCHOOLS	1,745,000	1,318,369	426,631
CENTRAL MANAGEMENT			
Management fees	414,000	345,000	69,000
Salaries	316,000	225,177	90,823
Administration costs	168,000	40,588	127,412
Rent	150,000	50,611	99,389
Purchase of furn, equip & software	60,000	49,415	10,585
Sundries eg telephones, photocopying, stationery, entertainment etc	150,000	157,034	(7,034)
Secretarial assistance & support to Prof P Collins	135,000	92,312	42,688
International conferences	150,000	67,825	82,175
Travel	400,000	487,039	(87,039)
Other running costs eg bank charges, audit fees etc	264,000	106,987	157,013
Interest received		(161,587)	161,587
SUB-TOTAL FOR CENTRAL MANAGEMENT	2,207,000	1,460,401	746,599
TOTAL BUDGET	15,191,335	12,422,102	2,769,233
Income breakdown:			
0.1% of GGR	15,226,273		
Plus contributions from outside SA	57,739		
Less anticipated shortfall by Bookmakers	(92,677)		
TOTAL BUDGET AVAILABLE FOR EXPENDITURE	15,191,335	12,422,102	2,769,233
Unspent portion of prior year budget	1,493,682	309,746	1,183,937
TOTAL BUDGET including unspent portion prior year	16,685,017	12,731,848	3,953,169
Breakdown of income less expenditure:			
Contributions		13,268,486	
Unspent portion of prior year budget		1,493,682	
Less spent to date		(12,731,848)	
Balance available for expenditure		2,030,321	
Represented by:			
Accounts Receivable		1,762,658	
Accounts payable		(4,035,030)	
Deposits		22,038	
Bank account		4,280,655	
		2,030,321	

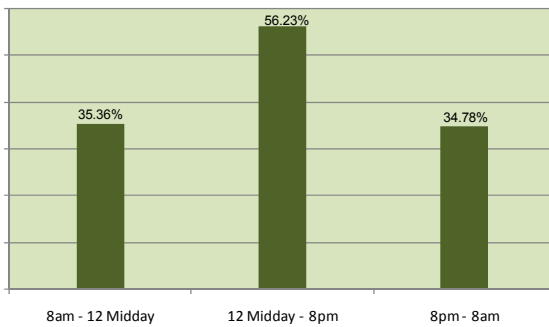
PROBLEM GAMBLING CALLS
 for the quarter Oct 08 - Dec 08



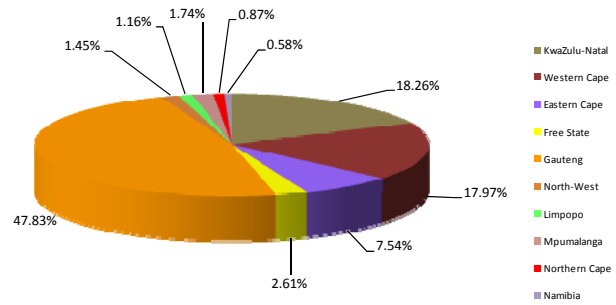
OTHER PROBLEM GAMBLING REFERRALS
 for the quarter Oct 08 - Dec 08



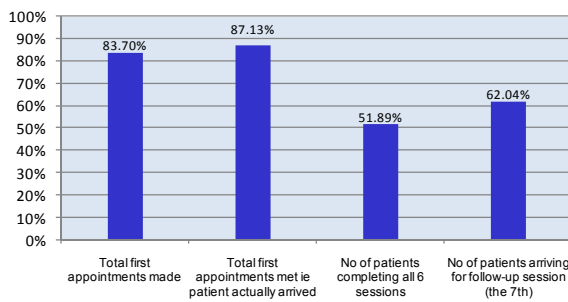
TIME OF CALL
 for the quarter Oct 08 - Dec 08



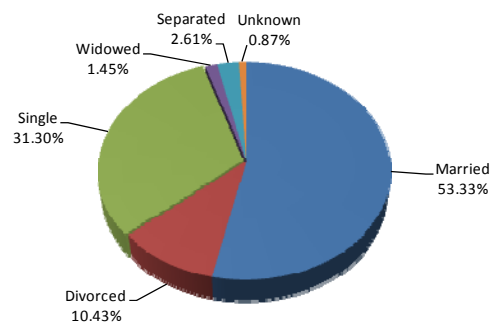
AREA
 for the quarter Oct 08 - Dec 08



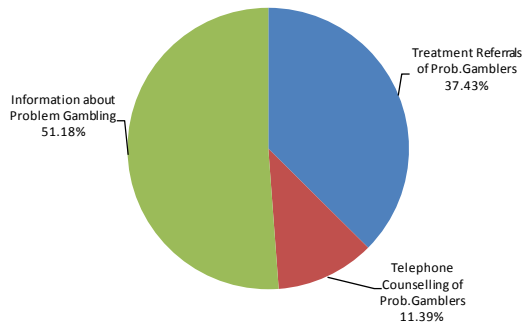
NATIONAL OUTPATIENT TREATMENT STATISTICS
 for the quarter Oct 08 - Dec 08



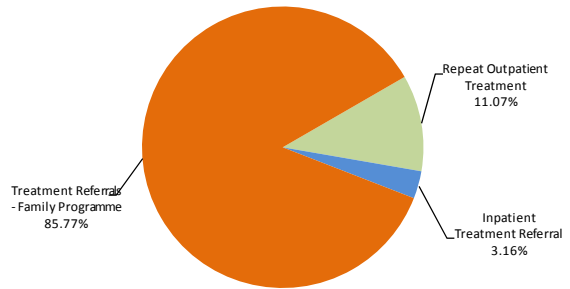
MARITAL STATUS
 for the quarter Oct 08 - Dec 08



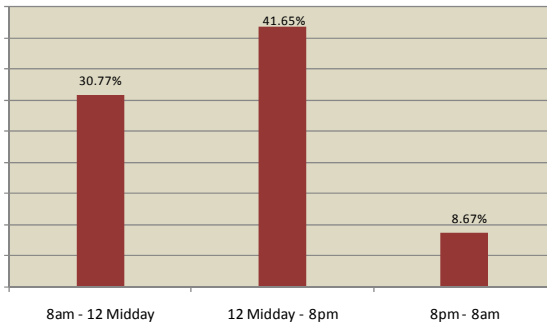
PROBLEM GAMBLING CALLS
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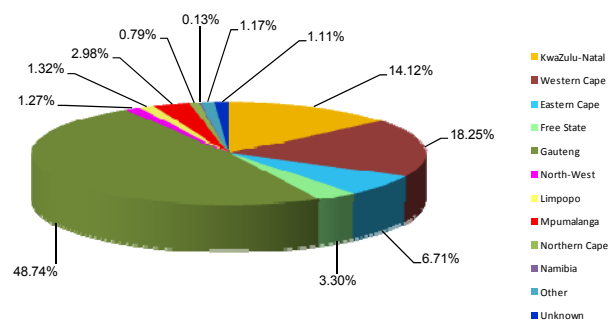
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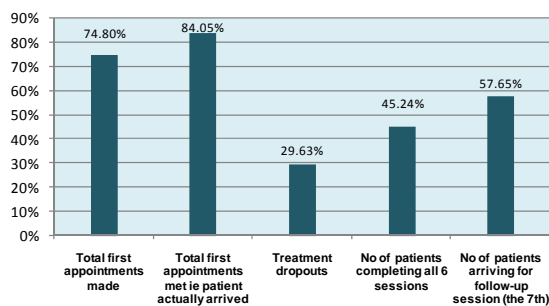
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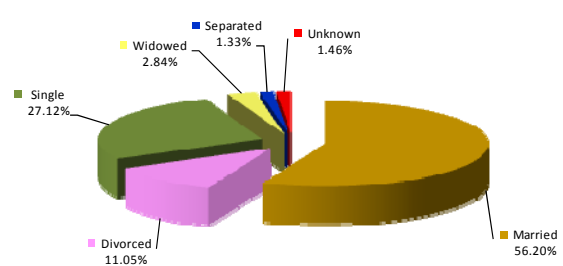
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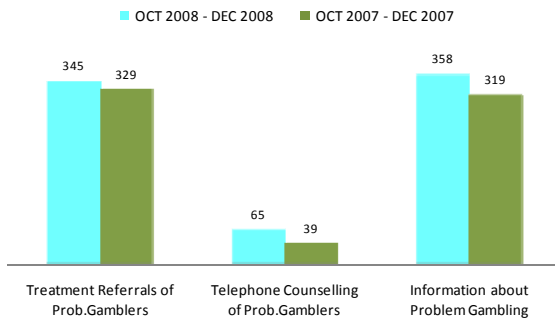
NATIONAL OUTPATIENT TREATMENT STATISTICS
 for the quarter Oct 08 - Dec 08



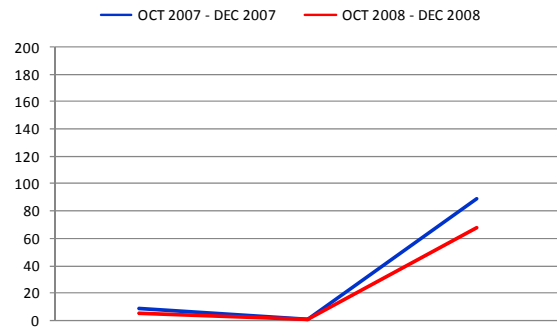
MARITAL STATUS
 for the quarter Oct 08 - Dec 08



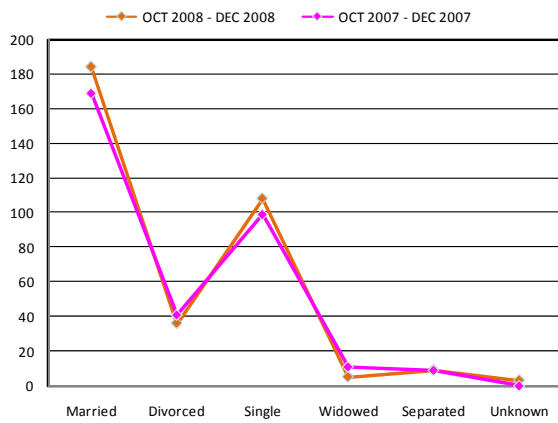
PROBLEM GAMBLING CALLS
 Comparison Oct - Dec 07 to Oct - Dec 08



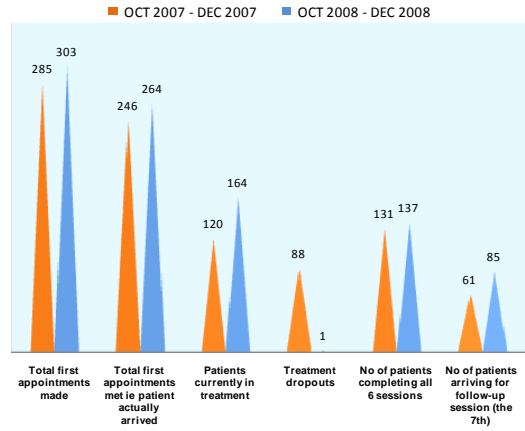
OTHER PROBLEM GAMBLING REFERRALS
 Comparison Oct - Dec 07 to Oct - Dec 08



MARITAL STATUS
 Comparison Oct - Dec 07 Oct 08 - Dec 08



NATIONAL OUTPATIENT TREATMENT STATISTICS
 Comparison Oct - Dec 07 to Oct 08 - Dec 08



OTHER DATA

TIME OF CALL(PROBLEM GAMBLER):

8am - 12 Midday
12 Midday - 8pm
8pm - 8am

	FOR THE QUARTER JULY 2008 - SEPT 2008	FOR THE QUARTER OCTOBER 2008 - DECEMBER 2008	TOTAL OVER 102 MTH PERIOD	% of PROBLEM GAMBLING CALLS	
148	36.45%	122	35.36%	3,088	30.77%
225	55.42%	194	56.23%	4,180	41.65%
34	8.37%	120	34.78%	870	8.67%

**FAMILY PROGRAMME REFERRALS -
RELATIONSHIP TO THE GAMBLER**

Spouse/Partner
Parent
Child
Sibling
Other eg friend, casino staff etc

	FOR THE QUARTER JULY 2008 - SEPT 2008	FOR THE QUARTER OCTOBER 2008 - DECEMBER 2008	TOTAL OVER 102 MTH PERIOD	% of PROBLEM GAMBLING CALLS	
46	54.76%	47	69.12%	1,141	61.88%
11	13.10%	8	11.76%	178	9.65%
16	19.05%	6	8.82%	264	14.32%
6	7.14%	7	10.29%	105	5.69%
5	5.95%	0	0.00%	156	8.46%
84	100.00%	68	100.00%	1,844	100.00%

**FAMILY PROGRAMME REFERRALS -
COUNSELLING PROGRAMME**

Counselling
Intervention Planning
Both (Counselling and Intervention)

	FOR THE QUARTER JULY 2008 - SEPT 2008	FOR THE QUARTER OCTOBER 2008 - DECEMBER 2008	TOTAL OVER 102 MTH PERIOD	% of PROBLEM GAMBLING CALLS	
28	33.33%	28	41.18%	906	49.13%
55	65.48%	40	58.82%	937	50.81%
1	1.19%	0	0.00%	1	0.05%
84	100.00%	68	100.00%	1,844	100.00%

ANALYSIS OF PG REFERRALS:

AREA:

KwaZulu-Natal
Western Cape
Eastern Cape
Free State
Gauteng
North-West
Limpopo
Mpumalanga
Northern Cape
Lesotho
Swaziland
Namibia
Botswana
Other
Unknown

	FOR THE QUARTER JULY 2008 - SEPT 2008	FOR THE QUARTER OCTOBER 2008 - DECEMBER 2008	TOTAL OVER 102 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS	
67	16.50%	63	18.26%	1,417	14.12%
70	17.24%	62	17.97%	1,831	18.25%
29	7.14%	26	7.54%	673	6.71%
12	2.96%	9	2.61%	331	3.30%
206	50.74%	165	47.83%	4,891	48.74%
5	1.23%	5	1.45%	127	1.27%
5	1.23%	4	1.16%	132	1.32%
9	2.22%	6	1.74%	299	2.98%
2	0.49%	3	0.87%	79	0.79%
0	0.00%	0	0.00%	4	0.04%
1	0.25%	0	0.00%	5	0.05%
0	0.00%	2	0.58%	13	0.13%
0	0.00%	0	0.00%	5	0.05%
0	0.00%	0	0.00%	117	1.17%
0	0.00%	0	0.00%	111	1.11%
406	100.00%	345	100.00%	10,035	100.00%

	FOR THE QUARTER JULY 2008 - SEPT 2008		FOR THE QUARTER OCTOBER 2008 - DECEMBER 2008		TOTAL OVER 102 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
MARITAL STATUS:						
Married	215	52.96%	184	53.33%	5,640	56.20%
Divorced	44	10.84%	36	10.43%	1,109	11.05%
Single	118	29.06%	108	31.30%	2,721	27.12%
Widowed	15	3.69%	5	1.45%	285	2.84%
Separated	11	2.71%	9	2.61%	133	1.33%
Unknown	3	0.74%	3	0.87%	147	1.46%
	406	100.00%	345	100.00%	10,035	100.00%
SEX:						
Male	236	58.13%	219	63.48%	5,907	58.86%
Female	170	41.87%	126	36.52%	4,051	40.37%
Unknown	0	0.00%	0	0.00%	77	0.77%
	406	100.00%	345	100.00%	10,035	100.00%
AGE:						
20	3	0.74%	2	0.58%	269	2.68%
20 - 40	195	48.03%	183	53.04%	4,887	48.70%
40 - 60	191	47.04%	145	42.03%	3,937	39.23%
60+	6	1.48%	6	1.74%	12	0.12%
Unknown	11	2.71%	9	2.61%	930	9.27%
	406	100.00%	345	100.00%	10,035	100.00%
LANGUAGE PREFERENCE:						
English	313	77.09%	262	75.94%	7,406	73.80%
Afrikaans	67	16.50%	49	14.20%	1,496	14.91%
Vernacular	23	5.67%	31	8.99%	944	9.41%
Unknown	3	0.74%	3	0.87%	189	1.88%
	406	100.00%	345	100.00%	10,035	100.00%
EMPLOYMENT:						
Employed	243	59.85%	195	56.52%	6,228	62.06%
Unemployed	46	11.33%	45	13.04%	1,382	13.77%
Optionally unemployed (eg housewife)	10	2.46%	7	2.03%	181	1.80%
Part-time / Temp	17	4.19%	13	3.77%	374	3.73%
Self-employed	76	18.72%	75	21.74%	1,231	12.27%
Retired	1	0.25%	0	0.00%	34	0.34%
Pensioner	9	2.22%	7	2.03%	252	2.51%
Dependant	3	0.74%	1	0.29%	94	0.94%
Unknown	1	0.25%	2	0.58%	259	2.58%
	406	100.00%	345	100.00%	10,035	100.00%

TYPE OF GAMBLING:

	FOR THE QUARTER JULY 2008 - SEPT 2008		FOR THE QUARTER OCTOBER 2008 - DECEMBER 2008		TOTAL OVER 102 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
Casino Slots	195	48.03%	150	43.48%	5,415	53.96%
Non-Casino Slots (LPM's)	6	1.48%	11	3.19%	87	0.87%
Casino Table Games	87	21.43%	58	16.81%	2,053	20.46%
Bookmakers (Horses, sports etc)	4	0.99%	8	2.32%	315	3.14%
Lottery	1	0.25%	1	0.29%	51	0.51%
Scratch cards	0	0.00%	0	0.00%	7	0.07%
Internet gambling	10	2.46%	15	4.35%	76	0.76%
Bingo	0	0.00%	0	0.00%	9	0.09%
Private gambling	3	0.74%	3	0.87%	124	1.24%
Tote	16	3.94%	10	2.90%	146	1.45%
Other	0	0.00%	1	0.29%	137	1.37%
More than one	83	20.44%	83	24.06%	1,296	12.91%
Unknown	1	0.25%	5	1.45%	319	3.18%
	406	100.00%	345	100.00%	10,035	100.00%

SOURCE OF COUNSELLING LINE NO

Press Coverage & Media	136	33.50%	98	28.41%	4,095	40.81%
Via Collateral in gambling venues	147	36.21%	179	51.88%	4,218	42.03%
Via Staff in gambling venues	61	15.02%	11	3.19%	331	3.30%
Gamblers Anonymous	8	1.97%	13	3.77%	191	1.90%
NRGP Website	24	5.91%	15	4.35%	201	2.00%
Gambling Board	5	1.23%	5	1.45%	55	0.55%
Can't recall	5	1.23%	4	1.16%	727	7.24%
More than one	20	4.93%	20	5.80%	217	2.16%
	406	100.00%	345	100.00%	10,035	100.00%

NATIONAL OUTPATIENT TREATMENT STATISTICS

	FOR THE QUARTER JULY 2008 - SEPT 2008		FOR THE QUARTER OCTOBER 2008 - DECEMBER 2008		TOTAL OVER 102 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS	
No of spouses currently in treatment	15		18		18		
REFERRAL DATA: Patients referred for out-patient treatment	463		362		9,679		
Total first appointments made	375	80.99%	303	83.70%	7,240	74.80%	% OF PATIENTS DIRECTED FOR TREATMENT
Total first appointments met ie patient actually arrived	309	82.40%	264	87.13%	6,085	84.05%	% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
TREATMENT DATA: Patients currently in treatment	218		164		164		% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
Treatment dropouts	49	15.86%	1	0.38%	1,803	29.63%	% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
No of patients completing all 6 sessions	136	44.01%	137	51.89%	2,753	45.24%	% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
No of patients arriving for follow-up session (the 7th)	76	55.88%	85	62.04%	1,587	57.65%	% PATIENTS WHO COMPLETED THE PROGRAMME & ARRIVED FOR THE 7TH FOLLOW UP SESSION 3 MTHS AFTER COMPLETING TREATMENT
No of patients sent for Debt Management	10		17		27		FROM AUG 08
No of Group Sessions held	7		10		17		FROM AUG 08