

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 APRIL – JUNE 2008



NATIONAL

**Responsible
Gambling**

PROGRAMME



1. EXECUTIVE SUMMARY

The second quarter of the calendar year has been dominated by preparations for visits from local and overseas academics. Of noteworthy mention is the presentations given by Professors Ross and Collins at the annual Salford Seminar on Gambling Policy in London. They described, inter alia, research findings from SA that are relevant and novel for UK industry participants, regulators, media and other stakeholders.

In collaboration between the NRGP research team and staff of Ipsos-Markinor (sub-contracted for field work), design of the questionnaire – in six national languages – for the coming National Prevalence Study of Gambling Behaviour was finalized.

There has also been greater than usual press coverage over the past quarter, and both the executive director and deputy director have given a substantial number of interviews in the electronic and print media. There was also substantial print coverage on the reports and research conducted and commissioned by the National Gambling Board around gender equity and the Bingo industry and responsible gambling.

In July, Professor Robert Ladouceur, from Laval University in Quebec will host a session with NRGP counsellors and likeminded industry members. He is also to conduct a full day conference for the national treatment professionals in Gauteng in the same month.

In the quarter under review, a total of 408 industry staff and regulators received responsible gambling training.

The team continues to see on average around 120 problem gamblers per month for counselling. There has been an increase in previously treated patients requesting repeat treatment over this quarter (14) and an increase in callers participating in our Family Programme (94) for the quarter.

In April the NRGP counsellors and trainer, Loren Human welcomed the Western Cape Gambling and Racing Board on a visit to the new premises.

2. PREVENTION

In the quarter under review the Western Cape Government renewed the contract for continuation of various public awareness projects in the province including - the high schools' project, the community outreach project – involving beneficiaries at AllPay paypoints, advertising/public education campaigns as well as a new specialist training programme.

A FAQ leaflet was printed and distributed to all stakeholders. Final preparation is underway on the *Annual Report*, and the *Newsletter* continues to be distributed regularly.

In the quarter under review, a total of 408 industry staff and regulators received responsible gambling training.

Following the NRGP being given an IABC Gold Quill Award for multi-audience communication in 2007, an NRGP representative was invited to do a presentation on the winning entry for the benefit of IABC Cape Town Chapter members in June. This was later postponed because of a low booking ratio due to the start of the school holidays.

According to Roslyn Jones, outgoing Gold Quills co-ordinator for the Africa Region, the NRGP's entry made it through to the first-tier international judging and the judging panel

commented that the entry's greatest strength was defined as "A refreshing project tackling an unusual topic in a comprehensive and imaginative way. Audiences well-defined."

Training

Casino training

Date	Casino	No. of delegates
1 April 08	Silverstar Casino	14
2 April 08	Montecasino	13
7 April 08	Silverstar Casino	15
8 April 08	Gold Reef City Casino	23
14 April 08	Silverstar Casino	36
17 April 08	Emperors Palace Casino	11
23 April 08	Gold Reef City Casino	14
30 April 08	Gold Reef City Casino	4
5 May 08	Montecasino	7
6 May 08	Gold Reef City Casino	22
11-12 May 08	Tusk Mmabatho	30
20 May 08	Gold Reef City Casino	6
26 May 08	Emperors Palace Casino	14
28 May 08	Gold Reef City Casino	5
2 June 08	Montecasino	15
3 June 08	Gold Reef City Casino	10
5 June 08	Silverstar Casino	11
11 June 08	Gold Reef City Casino	1
12 June 08	Silverstar Casino	12
18 June 08	Gold Reef City Casino	4
19 June 08	Silverstar Casino	14
24 June 08	Emperors Palace Casino	20
25 June 08	Emperors Palace Casino	21

26 June 08	Silverstar Casino	2
27 June 08	Emperors Palace Casino	7

331

To date all staff from Silverstar casino has attended the NRGP Basic course. NRGP trainers facilitate training on a weekly basis at various casinos who have committed to training all their staff members in responsible gambling.

Horse Racing

A total of 15 new staff members from Gold Circle Racing attended the NRGP Basic course in June.

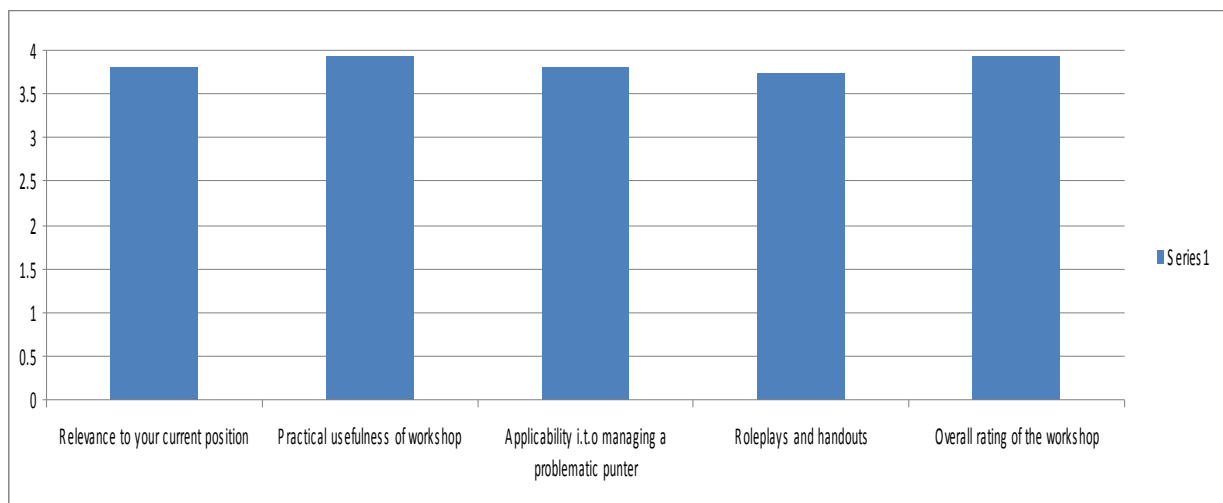
NRGP Advanced Course

Horse racing

Fifteen area managers and customer care consultants from Phumelela attended the first ever NRGP Advanced course to be facilitated with the Horse Racing industry. Participants from East London, Limpopo, Northern Cape, Free State, North West, Pretoria and Gauteng met at the Harrison Street branch in JHB for the intensive, interactive full day workshop. Despite their heavy workloads and busy schedules the participants were enthusiastic and eager to learn. Everyone participated wholeheartedly in the role-plays and exercises.

Participants were asked to rate the workshop in terms of relevance to their current position; its practical usefulness; applicability in terms of managing a problematic punter; the meaningfulness of role-plays etc; as well as an overall rating for the full day workshop.

The following table shows their responses on a scale of 1- 4; 1 being poor, 2 satisfactory, 3 good and 4 excellent.



Casinos

Date	Casino	No. of delegates
16 April 2008	Silverstar Casino	15
17 April 2008	Silverstar Casino	15
6 May 2008	Silverstar Casino	16
7 May 2008	Silverstar Casino	16

62

A total of 62 floor managers and supervisors from Tables, Slots, Surveillance, Marketing, from Silverstar Casino attended the NRGP Advanced workshop. Silverstar is committed to ensuring that the majority of their floor managers and supervisors attend the NRGP advanced workshop so that they are equipped to deal with problematic punters and manage problematic situations effectively and professionally. This workshop is available to managers and supervisors from all sectors of the gambling industry.

Participation and enthusiasm levels varied from person to person. The majority of the delegates were very keen to learn a new skill that would assist them with their day to day interactions with punters, problem gamblers and staff members. The delegates that were open and participated in the role-plays and exercises were able to internalize this new interpersonal skill beautifully and will apply it in the casino environment very effectively.

A total of 408 people have received Responsible Gambling training during the period under review.

INDUSTRY REPORT

Proposals

Feedback waited on the proposals submitted to the Free State Gambling Board and the Gauteng Gambling Board earlier this year.

In June the Western Cape Government renewed the contract for continuation of various public awareness projects in the province:

- the high schools' project
- the community outreach project – involving beneficiaries at AllPay paypoints.
- an advertising/public education campaign
- specialist training
- continued ad hoc participation in special events such as exhibitions, public speaking engagements, video presentations.

NRGP News

Another issue of the NRGP News publication has been produced, which featured an obituary on Kerry Capstick-Dale.

Awards

Following the NRGP being given an IABC Gold Quill Award for multi-audience communication last year, an NRGP representative was invited to do a presentation on the winning entry for the benefit of IABC Cape Town Chapter members on 25 June; however, this was postponed because of many members being on holiday. Another date will be set in the near future.

According to Roslyn Jones, outgoing Gold Quills co-ordinator for the Africa Region, the NRGP's entry made it through to the first-tier international judging. According to the judging panel, the entry's greatest strength was defined as 'A refreshing project tackling an unusual topic in a comprehensive and imaginative way. Audiences well-defined.'

Schools and AllPay projects: Gauteng and Western Cape

There were no presentations during the quarter under review because there were delays in the renewal of contracts for 2008-9 by the Western Cape Government's Department of Social Development and the Gauteng Gambling Board and Gauteng Provincial Government's Department of Economic Development.

The contract for the Western Cape was signed on 17 June, and the service providers have been given the go-ahead to start planning and setting targets for the third school term – effectively the only period available for school visits this year because of the end-of-year examinations.

Money Sense project

Arrangements have been made for six major Gauteng employers with some 40 700 employees to be targeted with the NRGP's Money Sense debt and financial management programme. In addition, all Money Sense clients are sent a survey with gambling questions compiled by Professor Peter Collins, providing valuable feedback.

Name	Number of employees/ members
SABC	3 800
General Union Insurance Brokers	1 200
GenCorp	200
SABS	1 500
Europe Assistance	30 000
Cims South Africa	4 000
Total	40 700

Special Events

- **Rand Show**

For the fifth consecutive time the NRGP was present at the two-week Rand Show over the Easter holidays. NRGP-trained facilitators handed out collateral.

- **LTAC Youth Day Forum**

The NRGP shared the platform with other keynote speakers on drug, alcohol and substance abuse, at the Youth Day Forum organised by the Liquor Traders against Crime (LTAC) initiative in Orlando on June 11.

The event was attended by an estimated 900 people, including the community patrollers whose job it is to patrol the communities around Soweto at night, assisting with crime prevention. Leaflets were handed out to those in attendance.

The NRGP presented an industrial theatre production that has gone down very well at high schools and on other community platforms during the past year. The play was adapted to suit the adult audience – and was very well received, with actors Seluleko ('Sel') Sitshaluza and Princess Mhlongo receiving enthusiastic applause.

A media release was distributed and the event also achieved follow-up publicity in some of the following publications and on community radio stations.

- Gaming for Africa
- Y Magazine
- Daily Sun
- Citizen
- Community Newspapers, Orlando Urban News
- Kaya FM
- Y-fm
- Radio Today
- SABC Radio

- **Milnerton Players**

From 23-31 May the NRGP displayed FAQ leaflets in the foyer of the Milnerton Playhouse during the run of an American play by Linda Eisenstein called 'Three the Hard Way', that deals with gambling as a social problem, thanks to the kind co-operation of Sheila McCormick of Milnerton Players, an amateur theatre group.

National Schools Programme

Following an appeal for an awareness campaign to be instituted among 30 schools in the Northern Cape, where problem gambling is perceived to be a problem, the co-ordinator has made an appointment for July 18 to meet the educational authorities with a view to implementing the pilot programme in that region too.

About 30 teachers attended the two-day workshop presented by John Schoonbee and Loren Human in Stellenbosch on 13-14 June with a view to implementing the pilot programme in the Western Cape.

3. RESEARCH

In the second quarter of 2008 the following researchers participated in research activities supported by the NRGP:

Professor Don Ross (Director), University of Cape Town & University of Alabama at Birmingham.

Professor David Spurrett, University of KwaZulu-Natal

Professor Peter Collins, Executive Director NRGP, University of Salford

Professor Harold Kincaid, University of Alabama at Birmingham

Dr. George Ainslie, Veteran's Medical Centre, Coatesville Pennsylvania

Professor Graham Barr, University of Cape Town

Professor Rudy Vuchinich, University of Alabama at Birmingham

Professor Carla Sharp, Baylor College of Medicine (Texas)

Professor Robert Ladouceur, Laval University (Quebec)

Dr. Martine Visser, University of Cape Town

Mr. Jacques Rousseau, University of Cape Town

Mr. Andrew Dellis, Postgraduate student, University of KwaZulu-Natal

Mr. Andre Hofmeyr, Postgraduate student, University of Cape Town

Mr. Richard Cartwright, Postgraduate student, University of Cape Town

Noteworthy activities / events since the previous quarter were:

- Professors Ross and Collins gave presentations at the annual Salford Seminar on Gambling Policy in London. They described, inter alia, research findings from SA that are relevant and novel for UK industry participants, regulators, media and other stakeholders.
- Professors Collins and Ross met in London with a working group assembled by Lord Andrew McIntosh of the UK National Gambling Board to discuss ways in which a planned longitudinal study of British gamblers could be integrated with research in SA so as to exploit complementarities and avoid duplicating efforts across the two countries.
- In collaboration between the NRGP research team and staff of Ipsos-Markinor (sub-contacted for field work), design of the questionnaire – in six national languages – for the coming National Prevalence Study of Gambling Behaviour was finalized.
- Two team members (Ross, Vuchinich) concluded testing of subjects under neuroimaging along the road to developing a time-controlled value-prediction learning task. This will later enable us to run experiments to determine differences in brain response to varying aspects of gambling experiences. This will in turn reveal new insights about the features of play that are most exciting to different types of people. Data are now being analyzed.
- Three NRGP research team members (Hofmeyr, Sharp, Kincaid) completed a course in neuro-imaging data analysis at the University of Wisconsin at Madison. Their new skills will feed directly into the study of the effect of cognitive learning on gamblers, to be conducted at UCT later this year.

- NRGP research findings were publicized in stories in the main daily newspapers in Birmingham, Alabama and Honolulu, Hawaii.

4. TREATMENT

INTRODUCTION

Time was spent during the second quarter to settle into the new premises. The new premises are more spacious and provide a sense of independence and professionalism to the counselling line service.

STAFF MATTERS

There have not been any resignations to report during this quarter. Staff retention and up-skilling remain a challenge for the organisation and various strategies are being considered for implementation.

VISITS

On 21st April the majority of the line counsellors and Loren Human entertained the Western Cape Gambling Board at the new premises. Unfortunately the turnout of board members was disappointing but hopefully helpful for the members who could make it.

Professor Collins attended our supervision meeting on 21st May, where he explained the future operational procedures regarding the NRGP contracts.

INTERNATIONAL SURVEY REPORT

The NRGP telephone counselling line service recently participated in an international gambling helpline benchmark survey coordinated and analysed by the Gambling Help Line of New Zealand. The aim was to compare helpline services internationally and 39 respondents participated.

Gambling helplines now exist in many jurisdictions where commercial gambling is operating and reflects a duty of care amongst regulators and operators in an industry that was previously regarded as very gung-ho and mercenary. The survey showed that the majority of helplines have only been operating for 5 or more years (NRGP 8 years) reminding us that the gambling industry is a relative new comer to the commercial sectors of most countries.

In most instances worldwide, the helplines are run by professional employees although in a limited number of jurisdictions, volunteers form the bulk of the employee compliment.

Most helplines provide a service in English (which may reflect a survey bias) but thereafter Spanish was the most common language service of helplines. The majority of helpline services run 24/7.

With respect to the type of helpline services provided, our NRGP counselling line compared favorably in that we provide information, counselling, referral, crises intervention, self-help referral and an integrated follow up program, including internet based communication service with the counselling line.

In addition in the areas of media, research, policy, training, stats, education and advocacy, the NRGF fared positively compared to other similar services worldwide.

The survey confirmed that we are not alone with respect to prank callers. Our service deals with fewer than 4500 prank non problem gambling related contacts per annum and in this regard we probably fit into the top third, by volume of calls, compared with other helplines.

With regard to data collection it was noted that our counselling line does not record ethnicity or occupation whereas many others do. Data on other issues is also favorably collected including substance use problems, other psychiatric problems and criminal behavior.

With regard to the marketing of our service, material in gambling venues and word of mouth remain the most significant source of information about our counselling line service.

COUNSELLING LINE STATISTICS

The line continues to refer a steady 120 problem gamblers per month for counselling. There has been an increase in previously treated patients requesting repeat treatment over this quarter (14) and an increase in callers participating in our Family Programme (94) for the quarter. This is significant as problem gambling affects the entire family and very often the gambler is resistant to getting treatment even though the family is distressed. In this circumstance, we are able to address the plight of the family member or concerned other. In total, we dealt with 1008 problem gambling calls over the quarter or 336 incidents per month. Non problem gambling calls were down by nearly 800 over the past quarter with misdirected general enquiries decreasing by 561 calls for the quarter. 65% of our family programme calls are the spouse or partner of the problem gambler. The majority require help with intervention planning.

We note a slight increase in pensioners seeking help (from 3 to 5% of our problem gamblers). Once again, 26% of our callers are extremely depressed at the time of seeking help with some admitting to suicidal ideation, confirming the need for this service. 30% have applied for casino exclusion. 11% admit to criminality and less than 10% have attended Gamblers Anonymous. Slots and table games contribute 74% to problem gambling while internet gambling showed no increase this quarter.

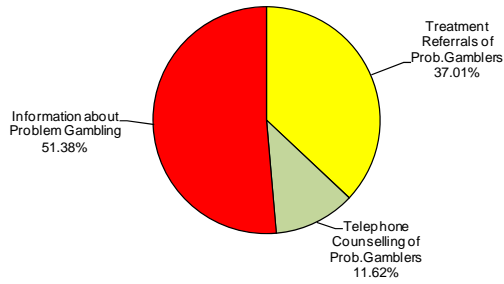
CONDOLENCES

The Trustees and staff of the National Responsible Gambling Programme were deeply saddened to learn of the death of Kerry Capstick-Dale, a co-founder of the programme and Director of its Public Awareness division, on 28th May 2008 at the age of 49. His funeral Mass took place on 3 June 2008 conducted by Archdeacon, the venerable, Michael Weeder with the sermon delivered by Fr Rowan Smith, Dean of the cathedral and the Eulogy delivered by Professor Peter Collins, Executive Director of the NRGF. Some 500 people attended from many parts of South Africa and from overseas, and from many different walks of life. Such a large and diverse attendance is testimony in itself to how much Kerry was loved and admired and how greatly he will be missed. After the service a wake was held at the Cape Town Club where Clive Keegan, of the NRGF, paid tribute to Kerry.

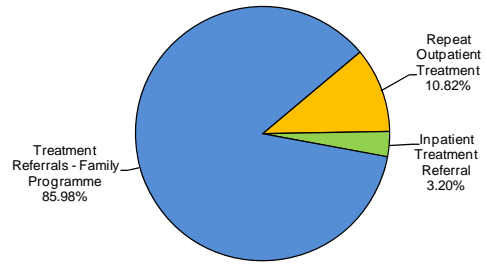
SA PROBLEM GAMBLING FOUNDATION - INDUSTRY
BUDGET VS COSTS
FOR THE 4 MONTHS ENDED 30/06/2008

	BUDGET MAR 08 - FEB 09	ACTUAL COSTS MAR 08 - FEB 09	BUDGET BALANCE
RESEARCH			
Fees for National & International Researchers	2,545,085	222,098	2,322,987
Management & Co-Ordination	153,000	65,000	88,000
SUB-TOTAL RESEARCH	2,698,085	287,098	2,410,987
PREVENTION, PUBLIC AWARENESS & PUBLIC EDUCATION			
Collateral	700,000	156,969	543,031
Advertorials etc	2,100,000	895,097	1,204,903
Communications/Advocacy/Public Affairs	312,000	104,000	208,000
Management & Co-Ordination	168,000	42,000	126,000
Evaluations	200,000	13,326	186,674
SUB-TOTAL PREVENTION, PUBLIC AWARENESS & PUBLIC EDUCATION	3,480,000	1,211,393	2,268,607
TRAINING			
Basic Training, Advanced & Video Training	362,500	151,538	210,962
Co-Ordination	162,000	54,000	108,000
SUB-TOTAL FOR TRAINING	524,500	205,538	318,962
TREATMENT NETWORK & HELPLINE			
Helpline:			
Helpline Costs	1,350,000	345,500	1,004,500
Treatment			
Inpatient	150,000	31,044	118,956
Outpatient	2,000,000	410,800	1,589,200
Family Programme	160,000	25,040	134,960
Group Sessions	6,750	-	6,750
Debt Management	105,000	29,750	75,250
Helpline and Treatment			
Management	90,000	30,000	60,000
Recruitment, upskilling professionals and protocols	250,000	-	250,000
Professional Supervision	225,000	75,000	150,000
Evaluations	200,000	46,081	153,919
SUB-TOTAL FOR COUNSELLING & TREATMENT	4,536,750	993,215	3,543,535
NATIONAL SCHOOLS	1,745,000	420,888	1,324,112
SUB-TOTAL FOR NATIONAL SCHOOLS	1,745,000	420,888	1,324,112
CENTRAL MANAGEMENT			
Management fees	414,000	129,000	285,000
Salaries	316,000	48,000	268,000
Administration costs	168,000	56,000	112,000
Rent	150,000	39,259	110,741
Purchase of furn, equip & software	60,000	32,477	27,523
Sundries eg telephones, photocopying, stationery, entertainment etc	150,000	66,796	83,204
Secretarial assistance & support to Prof P Collins	135,000	44,903	90,097
International conferences	150,000	-	150,000
Travel	400,000	209,490	190,510
Other running costs eg bank charges, audit fees etc	264,000	43,988	220,012
Interest received		(51,578)	51,578
SUB-TOTAL FOR CENTRAL MANAGEMENT	2,207,000	618,335	1,588,665
TOTAL BUDGET	15,191,335	3,736,466	11,454,869
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	3,736,466	11,454,869
Unspent portion of prior year budget	1,493,682	45,179	1,448,504
TOTAL BUDGET including unspent portion prior year	16,685,017	3,781,645	12,903,373
Breakdown of income less expenditure:			
Contributions		4,818,948	
Unspent portion of prior year budget		1,493,682	
Less spent to date		(3,781,645)	
Balance available for expenditure		2,530,985	
Represented by:			
Accounts Receivable		2,053,120	
Accounts payable		(1,165,325)	
Deposits		22,038	
Bank account		1,621,152	
		2,530,985	

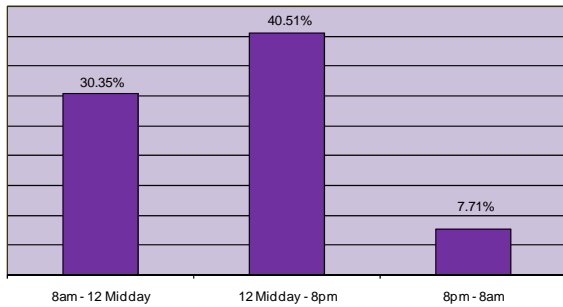
PROBLEM GAMBLING CALLS
since inception to June 2008



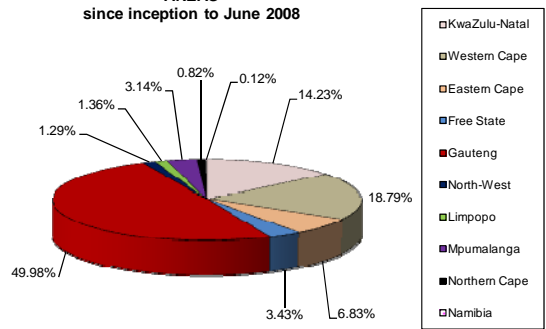
OTHER PROBLEM GAMBLING REFERRALS
since inception to June 2008



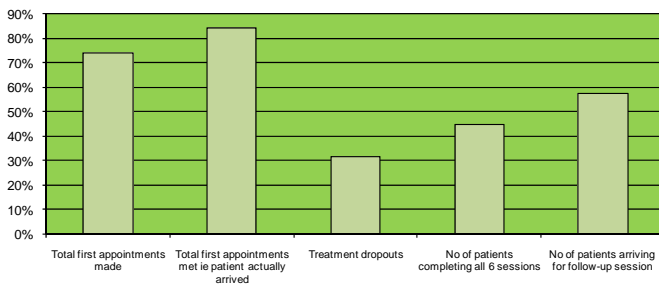
TIME OF CALL
since inception to June 2008



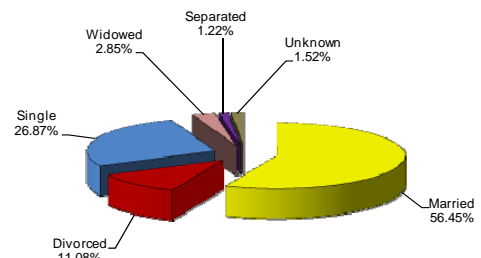
AREAS
since inception to June 2008



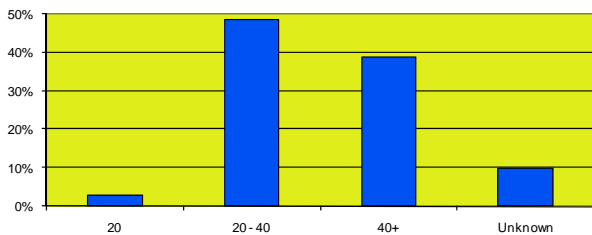
NATIONAL OUTPATIENT TREATMENT STATISTICS
since inception to June 2008



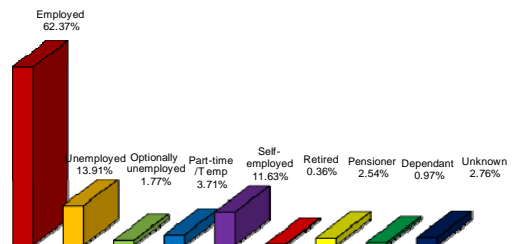
MARITAL STATUS
since inception to June 2008



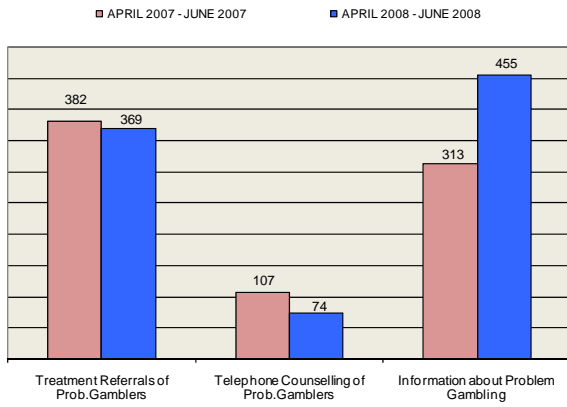
AGE
since inception to June 2008



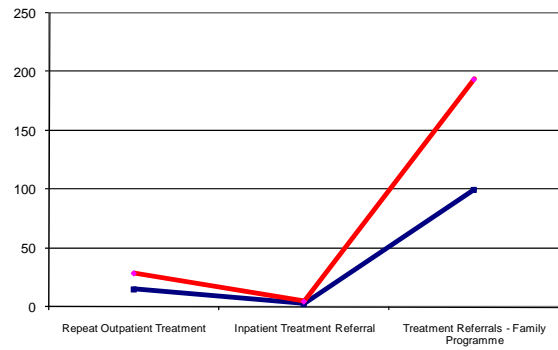
EMPLOYMENT
since inception to March 2008



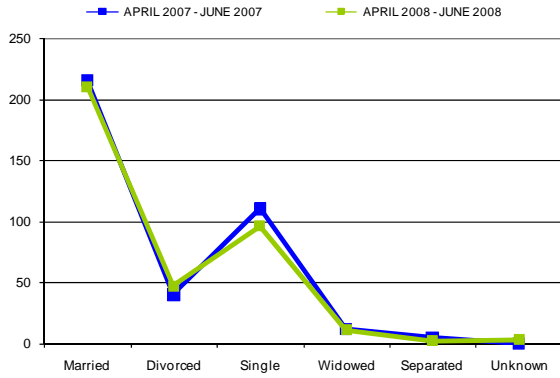
PROBLEM GAMBLING CALLS
Comparison April - June 07 to April 08- June 08



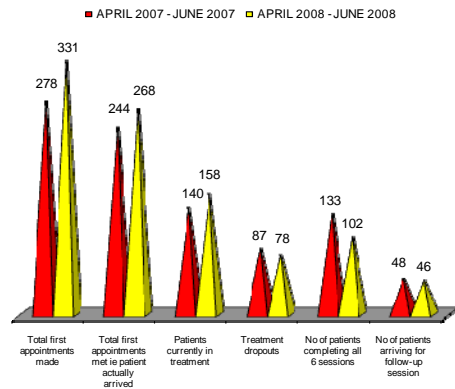
OTHER PROBLEM GAMBLING REFERRALS
Comparison April - June 07 to April 08- June 08



MARITAL STATUS
Comparison April - June 07 to April 08- June 08



NATIONAL OUTPATIENT TREATMENT
Comparison April - June 07 to April 08- June 08



OTHER DATA

TIME OF CALL(PROBLEM GAMBLER):

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

FOR THE QUARTER JAN 2008 - MAR 2008		FOR THE QUARTER APRIL 2008 - JUNE 2008		TOTAL OVER 97 MTH PERIOD	% of PROBLEM GAMBLING CALLS
158	40.20%	135	36.59%	2,818	30.35%
202	51.40%	185	50.14%	3,761	40.51%
35	8.91%	32	8.67%	716	7.71%

FAMILY PROGRAMME REFERRALS - RELATIONSHIP TO THE GAMBLER

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

FOR THE QUARTER JAN 2008 - MAR 2008		FOR THE QUARTER APRIL 2008 - JUNE 2008		TOTAL OVER 97 MTH PERIOD	% of PROBLEM GAMBLING CALLS
45	65.22%	62	65.96%	1,048	61.94%
7	10.14%	9	9.57%	159	9.40%
14	20.29%	14	14.89%	242	14.30%
3	4.35%	7	7.45%	92	5.44%
0	0.00%	2	2.13%	151	8.92%
69	100.00%	94	100.00%	1692	100.00%

FAMILY PROGRAMME REFERRALS - COUNSELLING PROGRAMME

Counselling
Intervention Planning

23	33.33%	37	39.36%	850	50.24%
46	66.67%	57	60.64%	842	49.76%
69	100.00%	94	100.00%	1692	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 JAN 2008 - MAR 2008		FOR THE QUARTER APRIL 2008 - JUNE 2008		TOTAL OVER 97 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
68	17.30%	76	20.60%	1,287	13.86%
64	16.28%	69	18.70%	1,699	18.30%
22	5.60%	20	5.42%	618	6.66%
16	4.07%	12	3.25%	310	3.34%
194	49.36%	167	45.26%	4,520	48.69%
8	2.04%	3	0.81%	117	1.26%
5	1.27%	1	0.27%	123	1.32%
11	2.80%	9	2.44%	284	3.06%
3	0.76%	8	2.17%	74	0.80%
0	0.00%	0	0.00%	4	0.04%
0	0.00%	1	0.27%	4	0.04%
1	0.25%	2	0.54%	11	0.12%
1	0.25%	1	0.27%	5	0.05%
0	0.00%	0	0.00%	117	1.26%
0	0.00%	0	0.00%	111	1.20%
393	100.00%	369	100.00%	9284	100.00%

	FOR THE QUARTER JAN 2008 - MAR 2008		FOR THE QUARTER APRIL 2008 - JUNE 2008		TOTAL OVER 97 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
MARITAL STATUS:						
Married	221	56.23%	210	56.91%	5,241	56.45%
Divorced	44	11.20%	47	12.74%	1,029	11.08%
Single	103	26.21%	96	26.02%	2,495	26.87%
Widowed	15	3.82%	11	2.98%	265	2.85%
Separated	8	2.04%	2	0.54%	113	1.22%
Unknown	2	0.51%	3	0.81%	141	1.52%
	393	100.00%	369	100.00%	9284	100.00%
SEX:						
Male	233	59.29%	214	57.99%	5,452	58.72%
Female	159	40.46%	155	42.01%	3,755	40.45%
Unknown	1	0.25%	0	0.00%	77	0.83%
	393	100.00%	369	100.00%	9284	100.00%
AGE:						
20	4	1.02%	1	0.27%	264	2.84%
20 - 40	205	52.16%	177	47.97%	4,509	48.57%
40+	163	41.48%	181	49.05%	3,601	38.79%
Unknown	21	5.34%	10	2.71%	910	9.80%
	393	100.00%	369	100.00%	9284	100.00%
LANGUAGE PREFERENCE:						
English	277	70.48%	287	77.78%	6,831	73.58%
Afrikaans	76	19.34%	60	16.26%	1,380	14.86%
Vernacular	36	9.16%	18	4.88%	890	9.59%
Unknown	4	1.02%	4	1.08%	183	1.97%
	393	100.00%	369	100.00%	9284	100.00%
EMPLOYMENT:						
Employed	222	56.49%	208	56.37%	5,790	62.37%
Unemployed	43	10.94%	59	15.99%	1,291	13.91%
Optionally unemployed (eg housewife)	12	3.05%	7	1.90%	164	1.77%
Part-time / Temp	22	5.60%	17	4.61%	344	3.71%
Self-employed	76	19.34%	52	14.09%	1,080	11.63%
Retired	2	0.51%	0	0.00%	33	0.36%
Pensioner	12	3.05%	20	5.42%	236	2.54%
Dependant	4	1.02%	4	1.08%	90	0.97%
Unknown	0	0.00%	2	0.54%	256	2.76%
	393	100.00%	369	100.00%	9284	100.00%
RELATED PROBLEMS:						
Previous Gambling Treatment	34	8.65%	41	11.11%	678	7.30%
Alcohol / Drug Problem	27	6.87%	22	5.96%	708	7.63%
Other Psychiatric Problems	33	8.40%	23	6.23%	937	10.09%
Suicidal Ideation	113	28.75%	96	26.02%	1,435	15.46%
Gamblers Anon Attendance	32	8.14%	30	8.13%	392	4.22%
Casino Exclusions	82	20.87%	111	30.08%	878	9.46%
Criminality	51	12.98%	40	10.84%	873	9.40%

	FOR THE QUARTER JAN 2008 - MAR 2008		FOR THE QUARTER APRIL 2008 - JUNE 2008		TOTAL OVER 97 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
TYPE OF GAMBLING:						
Casino Slots	192	48.85%	205	55.56%	5,070	54.61%
Non-Casino Slots (LPM's)	6	1.53%	8	2.17%	70	0.75%
Casino Table Games	65	16.54%	67	18.16%	1,908	20.55%
Bookmakers (Horses, sports etc)	7	1.78%	6	1.63%	303	3.26%
Lottery	1	0.25%	0	0.00%	49	0.53%
Scratch cards	4	1.02%	0	0.00%	7	0.08%
Internet gambling	11	2.80%	3	0.81%	51	0.55%
Bingo	0	0.00%	1	0.27%	9	0.10%
Private gambling	1	0.25%	3	0.81%	118	1.27%
Tote	3	0.76%	18	4.88%	120	1.29%
Other	3	0.76%	4	1.08%	136	1.46%
More than one	97	24.68%	54	14.63%	1,130	12.17%
Unknown	3	0.76%	0	0.00%	313	3.37%
	393	100.00%	369	100.00%	9284	100.00%
SOURCE OF COUNSELLING LINE NO						
Press Coverage & Media	148	37.66%	127	34.42%	3,861	41.59%
Via Collateral in gambling venues	187	47.58%	139	37.67%	3,892	41.92%
Via Staff in gambling venues	11	2.80%	65	17.62%	259	2.79%
Gamblers Anonymous	7	1.78%	7	1.90%	170	1.83%
NRGP Website	14	3.56%	14	3.79%	162	1.74%
Gambling Board	11	2.80%	4	1.08%	45	0.48%
Can't recall	2	0.51%	1	0.27%	718	7.73%
More than one	13	3.31%	12	3.25%	177	1.91%
	393	100.00%	369	100.00%	9284	100.00%

NATIONAL OUTPATIENT TREATMENT STATISTICS

	FOR THE QUARTER JAN 2008 - MAR 2008		FOR THE QUARTER APRIL 2008 - JUNE 2008		TOTAL OVER 97 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
No of spouses currently in treatment	21		28		28	
REFERRAL DATA:						
Patients referred for out-patient treatment	392		396		8,854	
Total first appointments made	314	80.10%	331	83.59%	6,562	74.11%
Total first appointments met ie patient actually arrived	300	95.54%	268	80.97%	5,512	84.00%
TREATMENT DATA:						
Patients currently in treatment	125		158		158	
Treatment dropouts	88	29.33%	78	29.10%	1,753	31.80%
No of patients completing all 6 sessions	81	27.00%	102	38.06%	2,480	44.99%
No of patients arriving for follow-up session (the 7th)	42	51.85%	46	45.10%	1,426	57.50%