

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 2010



NATIONAL

**Responsible  
Gambling**

PROGRAMME



## EXECUTIVE SUMMARY

The quarter under review saw significant changes to the overall structure and management of the programme. Despite these changes it was business as usual.

Highlights during this quarter is the continued work on the Mpumalanga and Gauteng contracts; an informal meeting with a representative from the Gambling Review Commission and three Gauteng Gambling Board Members including the CEO Adv Benito Lekalakala and the placement of Easter and Youth Day advertisements.

In the **Western Cape** a total of 48 pay stations reaching some 11 460 beneficiaries were visited.

Initiatives in **Gauteng** included visits to 72 All Pay sites, interacting with 21 715 beneficiaries, visits to five schools reaching 3 747 learners and participation in the Rand Easter Show and an Employee Wellness Day.

In **Mpumalanga** a total of 28 schools and 14 611 learners were reached and a total of 81 paystations were visited reaching 22 265 beneficiaries.

**Training** in the second quarter of 2010 saw a slight increase in numbers compared to the previous quarter. A total of 802 people received training in the NRGP Basic Course during the period of April to June 2010.

In **research** matters Professor Kincaid conducted a taxometric analysis of the problem gambling score data from the 2009 National Urban Prevalence Study of Gambling Behaviour (NUPSGB). Professor Kincaid, Dr. Daniels, Professor Ross and Mr. Rousseau are now preparing a scientific paper based on this analysis. A lay summary will also be written and circulated.

A few of the **National Schools Programme's** main objectives this past quarter was the continued development of the audio-visual material and construction of a new NRGP schools' website; to process and analyze feedback from pilot projects in Mpumalanga; and edit the final version of *Taking Risks Wisely – Grades 7-9*.

Noteworthy **counselling** statistics in the quarter under review was a decrease in the problem gambling related calls with 45% of the total number of problem gambling calls referred for treatment – this figure has remained constant over the past two quarters. Of significance is that for 12% of problem gamblers that call the counselling line find that the telephonic counselling is sufficient.

## QUARTERLY REPORT FOR NRG APRIL – JUNE 2010

FUNDED BY THE GAMBLING INDUSTRY

### PUBLIC AWARENESS

#### Overview of Industry

These were the highlights during the period under review:

- Work continued on the Mpumalanga Gambling Board 2009/2010 contract
- Work continued on the Gauteng Gambling Board 2009/2010 contract
- Submission of a proposal to the Gauteng Gambling Board for funding for 2010/11
- The Department of Social Development, provincial administration of the Western Cape have decided not to fund the NRG for 2010/11 as they are concentrating on substance abuse rather than addiction.
- The publication of public awareness advertising for Easter and Youth Day celebrations
- An informal meeting with one of the representatives for the Gambling Review Commission as well as three representatives from the Gauteng Gambling Board

#### Advertising

The NRG's Easter advertisements appeared in the various publications as well as some coinciding with Youth Day.

#### APRIL

Mercury	01/04/10
Pretoria News	01/04/10
DFA	01/04/10
EP Herald	01/04/10
The Citizen	01/04/10
Mail & Guardian	01/04/10
Volksblad	01/04/10
Burger	01/04/10
Weekend Argus	03/04/10
Rapport – Easter	05/04/10

#### MAY

Gaming for Africa April/May

#### Cartoon

Citizen	28/05/10
City Press	30/05/10
Sowetan	28/05/10
Daily Voice	28/05/10
The Times	28/05/10

#### Western Cape

Kaap Son	01/04/10
Daily Voice	01/04/10
Vukani	01/04/10
Cape Talk	29/03–03/04/10
Good Hope FM	29/03–04/04/10

#### JUNE

#### Youth Day

Pretoria News	16/06/10
The Star	16/06/10

#### Gambling Review

Pretoria News	22/06/10
The Star	22/06/10

Cape Argus	16/06/10	Cape Argus	22/06/10
Daily News	16/06/10	Daily News	22/06/10
DFA	16/06/10		
Isolezwe	16/06/10		

#### **Cartoon**

Citizen	25/06/10
City Press	27/06/10
Sowetan	25/06/10
Daily Voice	25/06/10
The Times	25/06/10
Mail & Guardian	25/06/10

This was augmented by an editorial dispatch reflecting the NRGP's involvement in the provincial and national schools projects.

#### **Publications**

The 11<sup>th</sup> issue of *NRGP News* was published and distributed and the monthly editions of the *Responsible Gambling Digest* were circulated electronically to the usual stakeholders and is also available on our website.

#### **Liaison with other gambling boards and entities**

NRGP representatives attended a luncheon and informal meeting with Mr Nzimande from the Gambling Review Commission and also entertained three representatives of the Gauteng Gambling Board at the NRGP offices to an afternoon briefing session with members of the team.. They were Adv Benito Lekalakala (CEO), Edward Lalumbe and Hannes Oberholzer (Manager: Licensing and Betting).

## **TRAINING**

#### **Overview**

The second quarter of 2010 saw a slight increase in numbers compared to the previous quarter, even though generally there was a marked slowdown in training in the casino sector, mostly due to preparations for the Soccer World Cup. This effect will probably still be felt in coming months. Other sectors of the gambling industry received more attention, such as the Western Province Bookmakers Association and the LPM industry in Gauteng. Projects such as SAQA accreditation and the Advanced Course, which began at the beginning of the year, are on track and will be reported on in greater detail at the end of the year.

#### ***NRGP Basic course***

- **Casino training**

A total of 451 casino staff members received training in the NRGP Basic Course during this period: Gauteng: Gold Reef City – 54, Emperor's Palace-188, Montecasino-21, Silverstar-33, Emerald Casino – 30 Free State: Frontier Inn- 44, Mpumalanga: Graceland, Secunda Casino- 36, North West: Mmabatho Palms, Mafikeng – 24, Western Cape: Mykonos Langebaan- 21.

- **Bookmakers**

Members of the Western Province Bookmakers Association are in the process of receiving Responsible Gambling training. Thus far a total of 40 employees were trained at: Somerset West Tattersalls – 8, Interbet – 6, Atlantic Sportsbet – 4, Hollywood Sportsbook – 22.

- **Shine Solutions - provincial schools programme**

A further 5 facilitator/actors were trained in order to be better equipped to field questions from learners and to conduct discussions on the dangers of gambling.

- **Horseracing**

A total of 306 Phumelela employees received basic responsible gambling training during this quarter.

***A total of 802 people received training in the NRGP Basic Course during the period of April to June 2010.***

## RESEARCH

*Noteworthy activities / events since the previous quarter were*

Preliminary analysis of the first wave of the longitudinal (panel) study of gambling behaviour was performed, sufficient to establish that data collection met quality requirements. Wave two of the study will go into the field on 1 July.

Professor Kincaid conducted a taxometric analysis of the problem gambling score data from the 2009 National Urban Prevalence Study of Gambling Behaviour (NUPSGB). This form of statistical analysis tests between the hypotheses that (a) problem gambling warning signs occur to some extent throughout the gambling population, but co-occur to greater extent in those designated 'problem gamblers' and (b) problem gambling warning signs tend either to co-occur or not to occur at all. Evidence in favour of hypothesis (b) indicates that problem gamblers form a *taxon*, that is, a distinctive part of the population that are strongly distinguished from other gamblers. This would be expected to facilitate identification and treatment of problem gamblers. The two hypotheses also suggest different kinds of public awareness approaches: were data to favour hypothesis (a), it would be most important to try to elicit the attention of all participants in gambling, whereas hypothesis (b) suggests that it would be more effective to target those who already manifest some warning signs for problem gambling. Professor Kincaid's analysis found in favour of hypothesis (b). Professor Kincaid, Dr. Daniels, Professor Ross and Mr. Rousseau are now preparing a scientific paper based on this analysis. A lay summary will also be written and circulated.

Mr. Schuhr telephonically recruited a sample of Cape Town problem gamblers and a sample of control subjects for possible participation in the upcoming functional Magnetic Resonance Imaging study of the comparative ability of problem gamblers and non problem gamblers to regulate neural emotion. Mr. Dellis is now conducting structured clinical interviews with these recruits to determine which are eligible for inclusion. Two papers written by Professor Ross based partly on data from NRGP studies, and crediting

the NRGP as a funding source, spent three weeks each on the list of top ten downloaded papers from the international Social Science Research Network based in Cambridge, Massachusetts.

## NATIONAL SCHOOLS PROGRAMME

### Main objectives for March – June 2010

*The main tasks of the group were to:*

1. Continue to develop audio-visual material and construct a new NRGP schools' programme website.
2. Process and analyze feedback from completed pilot projects in Mpumalanga schools.
3. Prepare for the feedback sessions for Gauteng and Mpumalanga.
4. Edit the final version of *Taking Risks Wisely – Grades 7-9*.
5. Develop the draft curriculum for *Grades 10-12*.

### ACHIEVEMENTS OF OBJECTIVES

#### 1. Educational website

The educational website for learners is co-ordinated by Graham Barr, assisted by Beth Maclagan. This task has been expanded to include material on research and has thus been given independent status. Prof Peter Collins is monitoring progress on this.

#### 2. Processing and analysis of feedback from Mpumalanga schools

In all, 15 teachers returned their completed questionnaires and we received 625 pre-lesson forms and 470 post-lesson forms from learners. Both the qualitative and quantitative feedback data have informed the final version of *Taking Risks Wisely – Grades 7-9*, as well as the presentation to teachers and administrators at the anticipated feedback sessions for the Gauteng and the Mpumalanga pilot groups.

#### 3. Preparing for the feedback sessions for Gauteng and Mpumalanga

Based on the analysis of the teachers' and learners' feedback, Nelleke Bak is preparing the material for use at the two planned sessions in Gauteng and Mpumalanga at the end of July and early August 2010. These feedback sessions are an important contributor to cementing teachers' buy-in and keeping active links for the administrators in the provincial departments. Having these well-established relationships facilitates our introduction of the second phase, *Taking Risks Wisely, Grades 10-12*, and the piloting thereof.

#### 4. Editing of the final version of *Taking Risks Wisely, Grades 7-9*

On receiving teachers' and learners' feedback from KZN, Northern Cape, Gauteng and Mpumalanga provinces, the *TRW* material was finalized, and based on the analysis of the Mpumalanga feedback, a few final modifications were made in January 2010.

There was little alteration of the content which, based on teachers' and learners' feedback, is judged successful and appropriate. The modifications teachers suggested was to include a copy of the actual Gambling Act stating that it is illegal for minors to gamble, as well as to make the bulky file less heavy and more manageable.

The final version of the manual will be ready for publication in August 2010.

#### **5. Development of draft curriculum for Grades 10-12**

Nelleke Bak is currently writing the draft material for *Taking Risks Wisely – Grades 10-12*. The initial draft should be ready to be sent to critical readers by late August.

## **TREATMENT AND COUNSELLING**

### **Overview**

The Treatment Programme has completed its first full quarter under the new management of Dr Adele Pretorius, a Clinical Psychologist.

The Treatment Programme has embarked on a partnership with the Department of Psychiatry at UCT, under the leadership of Prof. Dan Stein. The purpose of this partnership is to develop the capacity for clinical evaluation and diagnosis, especially for the appropriate referral and treatment of problem gamblers with co-morbid conditions. This partnership will also ensure input with regards to clinical supervision of treatment professionals and the development of a menu of treatment options based on best practices.

In the course of the last quarter a review of the data programme used to capture counselling line statistics has been done. Prof. Graham Barr held meetings with all the users of the programme in small groups to determine their needs and the current shortcomings of the programme. Enhancements have been developed and will be implemented on a phased-in basis.

### **Supervision**

Group supervision of counsellors continues on a Wednesday. Individual supervision was also conducted in the last quarter by Barbara van der Spuy. A meeting to introduce Prof. Dan Stein to the counsellors was also held.

The first integration meeting of stakeholders of all the NRGP components (Public Awareness, Research and Treatment) was held in the second quarter and will become a monthly event. The purpose of the meeting is to promote understanding of the various activities amongst everyone, to avoid possible duplication and to contribute where appropriate.

### **Visits**

The counselling line hosted a visit by Prof. Victor Ndzimande from the Gambling Review Board, as well as a visit by Adv Benito Lekalakala, Edward Lalumbe and Hannes Oberholzer from the Gauteng Gambling Board. On both occasions other role players attended as well, which contributed to giving the visitors insight into the various functions of the NRGP.

### **Statistics Schedule**

The “nuisance calls” to the counselling line has significantly decreased during the Soccer World Cup period. There, however, remains a steady flow of referrals of problem gamblers to treatment professionals.

The following is noteworthy from the statistics:

- There has been a decrease in problem gambling related calls of 80 over the last quarter. This could be related to the Soccer World Cup.
- 45% of the total number of problem gambling calls was referred for treatment. This figure has remained constant over the last 2 quarters.
- Of significance is that for 12% of problem gamblers that call, the telephone counselling is sufficient. The possibility of equipping the Counsellors with other skills such as motivational interviewing will be explored in order to address this need of callers better.
- Increases of referrals of problem gamblers have been seen in Kwazulu-Natal (7%) and Mpumalanga (3%) whilst all the other provinces show a decrease.
- Roughly 43% of problem gamblers completed the 6-session outpatient programme (this figure was 39% in the previous quarter). Part of the Treatment review is to develop a menu of treatment options. This statistic confirms that for some people 6 sessions might be too long and they require a shorter programme.

In conclusion, the last quarter has seen a number of significant management and administrative changes of the treatment programme. Despite these changes the quality and continuity of the service was retained and there is an expectation that the capacity for evaluation and therefore appropriate treatment referral will improve. This in turn will improve the efficacy of the programme.

## QUARTERLY STATISTICS

### NATIONAL RESPONSIBLE GAMBLING COUNSELLING STATISTICS

#### COUNSELLING CALLS & REFERRALS:

**PROB GAMBLING CALLS:**  
 Treatment Referrals of Prob.Gamblers  
 Telephone Counselling of Prob.Gamblers  
 Information about Problem Gambling

FOR THE QUARTER JAN 10 - MAR 10		FOR THE QUARTER APRIL 10 - JUNE 10		TOTAL OVER 120 MTH PERIOD	% of PROBLEM GAMBLING CALLS
330	44.65%	293	45.36%	12,002	38.46%
84	11.37%	78	12.07%	3,520	11.28%
325	43.98%	275	42.57%	15,683	50.26%
<b>739</b>	<b>100.00%</b>	<b>646</b>	<b>100.00%</b>	<b>31,205</b>	<b>100.00%</b>

**OTHER PROB GAMBLING REFERRALS :**  
 Repeat Outpatient Treatment  
 Inpatient Treatment Referral  
 Treatment Referrals - Family Programme

				TOTAL OVER 120 MTH PERIOD	% of <i>OTHER</i> PROBLEM GAMBLING CALLS
2	3.03%	6	7.59%	281	10.43%
3	4.55%	2	2.53%	94	3.49%
61	92.42%	71	89.87%	2,320	86.09%
<b>66</b>	<b>100.00%</b>	<b>79</b>	<b>100.00%</b>	<b>2,695</b>	<b>100.00%</b>

**TOTAL NO OF PROB GAMBLING CALLS**

				TOTAL OVER 120 MTH PERIOD	% of <i>TOTAL</i> CALLS	
<b>805</b>	<b>18.49%</b>	<b>725</b>	<b>18.42%</b>	33,900	11.37%	
<b>OTHER CALLS:</b>						
General Enquiries	2,529	58.08%	2,283	58.02%	87,063	29.19%
Hoaxes	432	9.92%	448	11.39%	76,555	25.67%
Silent	443	10.17%	361	9.17%	63,693	21.36%
Wrong No's	145	3.33%	118	3.00%	36,991	12.40%
Problem Gambler info	0	0.00%	0	0.00%	44	0.01%
<b>3,549</b>	<b>81.51%</b>	<b>3,210</b>	<b>81.58%</b>	<b>264,346</b>	<b>88.63%</b>	

**TOTAL NO OF CALLS TO COUNSELLING LINE**

**4,354**

**3,935**

**298,246**

**OTHER DATA**

**TIME OF CALL(PROBLEM GAMBLER):**

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

FOR THE QUARTER JAN 10 - MAR 10		FOR THE QUARTER APRIL 10 - JUNE 10		TOTAL OVER 120 MTH PERIOD	% of PROBLEM GAMBLING CALLS
135	40.91%	108	36.86%	3,850	32.08%
174	52.73%	156	53.24%	5,249	43.73%
19	5.76%	23	7.85%	1,007	8.39%

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

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

FOR THE QUARTER JAN 10 - MAR 10		FOR THE QUARTER APRIL 10 - JUNE 10		TOTAL OVER 120 MTH PERIOD	% of PROBLEM GAMBLING CALLS
43	70.49%	49	69.01%	1,460	62.93%
9	14.75%	8	11.27%	246	10.60%
6	9.84%	12	16.90%	316	13.62%
3	4.92%	2	2.82%	131	5.65%
0	0.00%	0	0.00%	167	7.20%
<b>61</b>	<b>100.00%</b>	<b>71</b>	<b>100.00%</b>	<b>2,320</b>	<b>100.00%</b>

**FAMILY PROGRAMME REFERRALS -  
COUNSELLING PROGRAMME**

Counselling  
Intervention Planning  
Both (Counselling and Intervention)

FOR THE QUARTER JAN 10 - MAR 10		FOR THE QUARTER APRIL 10 - JUNE 10		TOTAL OVER 120 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
16	26.23%	29	40.85%	1,068	46.03%
45	73.77%	42	59.15%	1,228	52.93%
0	0.00%	0	0.00%	24	1.03%
<b>61</b>	<b>100.00%</b>	<b>71</b>	<b>100.00%</b>	<b>2,320</b>	<b>100.00%</b>

**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 10 - MAR 10		FOR THE QUARTER APRIL 10 - JUNE 10		TOTAL OVER 120 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
49	14.85%	63	21.50%	1,775	14.79%
53	16.06%	45	15.36%	2,131	17.76%
16	4.85%	16	5.46%	811	6.76%
19	5.76%	11	3.75%	400	3.33%
175	53.03%	138	47.10%	5,846	48.71%
2	0.61%	1	0.34%	156	1.30%
7	2.12%	3	1.02%	167	1.39%
6	1.82%	12	4.10%	362	3.02%
3	0.91%	4	1.37%	95	0.79%
0	0.00%	0	0.00%	4	0.03%
0	0.00%	0	0.00%	6	0.05%
0	0.00%	0	0.00%	16	0.13%
0	0.00%	0	0.00%	5	0.04%
0	0.00%	0	0.00%	117	0.97%
0	0.00%	0	0.00%	111	0.92%
<b>330</b>	<b>100.00%</b>	<b>293</b>	<b>100.00%</b>	<b>12,002</b>	<b>100.00%</b>

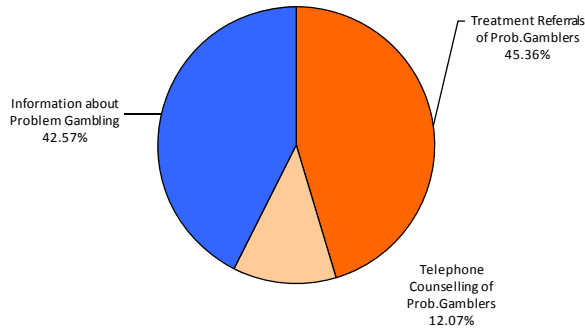
	FOR THE QUARTER JAN 10 - MAR 10		FOR THE QUARTER APRIL 10 - JUNE 10		TOTAL OVER 120 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
<b>MARITAL STATUS:</b>						
Married	189	57.27%	147	50.17%	6,670	55.57%
Divorced	33	10.00%	33	11.26%	1,320	11.00%
Single	83	25.15%	92	31.40%	3,317	27.64%
Widowed	9	2.73%	9	3.07%	346	2.88%
Separated	11	3.33%	8	2.73%	183	1.52%
Unknown	5	1.52%	4	1.37%	166	1.38%
	<b>330</b>	<b>100.00%</b>	<b>293</b>	<b>100.00%</b>	<b>12,002</b>	<b>100.00%</b>
<b>SEX:</b>						
Male	208	63.03%	196	66.89%	7,132	59.42%
Female	122	36.97%	97	33.11%	4,792	39.93%
Unknown	0	0.00%	0	0.00%	78	0.65%
	<b>330</b>	<b>100.00%</b>	<b>293</b>	<b>100.00%</b>	<b>12,002</b>	<b>100.00%</b>
<b>AGE:</b>						
20	1	0.30%	2	0.68%	278	2.32%
20 - 40	172	52.12%	171	58.36%	5,919	49.32%
40 - 60	149	45.15%	114	38.91%	4,777	39.80%
60+	7	2.12%	4	1.37%	84	0.70%
Unknown	1	0.30%	2	0.68%	944	7.87%
	<b>330</b>	<b>100.00%</b>	<b>293</b>	<b>100.00%</b>	<b>12,002</b>	<b>100.00%</b>
<b>LANGUAGE PREFERENCE:</b>						
English	228	69.09%	210	71.67%	8,796	73.29%
Afrikaans	44	13.33%	42	14.33%	1,777	14.81%
Vernacular	53	16.06%	38	12.97%	1,214	10.11%
Unknown	5	1.52%	3	1.02%	215	1.79%
	<b>330</b>	<b>100.00%</b>	<b>293</b>	<b>100.00%</b>	<b>12,002</b>	<b>100.00%</b>
<b>EMPLOYMENT:</b>						
Employed	181	54.85%	174	59.39%	7,374	61.44%
Unemployed	54	16.36%	40	13.65%	1,652	13.76%
Optionally unemployed (eg housewife)	9	2.73%	8	2.73%	245	2.04%
Part-time / Temp	8	2.42%	8	2.73%	430	3.58%
Self-employed	70	21.21%	55	18.77%	1,590	13.25%
Retired	0	0.00%	0	0.00%	37	0.31%
Pensioner	6	1.82%	6	2.05%	306	2.55%
Dependant	1	0.30%	1	0.34%	105	0.87%
Unknown	1	0.30%	1	0.34%	263	2.19%
	<b>330</b>	<b>100.00%</b>	<b>293</b>	<b>100.00%</b>	<b>12,002</b>	<b>100.00%</b>
<b>RELATED PROBLEMS:</b>						
Previous Gambling Treatment	38	11.52%	42	14.33%	1,026	8.55%
Alcohol / Drug Problem	40	12.12%	22	7.51%	954	7.95%
Other Psychiatric Problems	40	12.12%	35	11.95%	1,210	10.08%
Suicidal Ideation	62	18.79%	60	20.48%	2,071	17.26%
Gamblers Anon Attendance	24	7.27%	19	6.48%	640	5.33%
Casino Exclusions	121	36.67%	88	30.03%	1,739	14.49%
Criminality	58	17.58%	46	15.70%	1,206	10.05%

	FOR THE QUARTER JAN 10 - MAR 10		FOR THE QUARTER APRIL 10 - JUNE 10		TOTAL OVER 120 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
<b>TYPE OF GAMBLING:</b>						
Casino Slots	151	45.76%	144	49.15%	6,422	53.51%
Non-Casino Slots (LPM's)	9	2.73%	11	3.75%	142	1.18%
Casino Table Games	71	21.52%	66	22.53%	2,407	20.05%
Bookmakers (Horses, sports etc)	2	0.61%	2	0.68%	335	2.79%
Lottery	2	0.61%	0	0.00%	65	0.54%
Scratch cards	0	0.00%	0	0.00%	9	0.07%
Internet gambling	8	2.42%	6	2.05%	123	1.02%
Bingo	0	0.00%	0	0.00%	14	0.12%
Private gambling	5	1.52%	5	1.71%	153	1.27%
Tote	5	1.52%	17	5.80%	215	1.79%
Other	6	1.82%	0	0.00%	152	1.27%
More than one	68	20.61%	39	13.31%	1,612	13.43%
Unknown	3	0.91%	3	1.02%	353	2.94%
	<b>330</b>	<b>100.00%</b>	<b>293</b>	<b>100.00%</b>	<b>12,002</b>	<b>100.00%</b>
<b>SOURCE OF COUNSELLING LINE NO</b>						
Press Coverage & Media	127	38.48%	92	31.40%	4,772	39.76%
Via Collateral in gambling venues	147	44.55%	143	48.81%	5,090	42.41%
Via Staff in gambling venues	18	5.45%	9	3.07%	434	3.62%
Gamblers Anonymous	3	0.91%	3	1.02%	223	1.86%
NRGP Website	14	4.24%	24	8.19%	320	2.67%
Gambling Board	3	0.91%	2	0.68%	109	0.91%
Can't recall	2	0.61%	4	1.37%	743	6.19%
More than one	16	4.85%	16	5.46%	311	2.59%
	<b>330</b>	<b>100.00%</b>	<b>293</b>	<b>100.00%</b>	<b>12,002</b>	<b>100.00%</b>

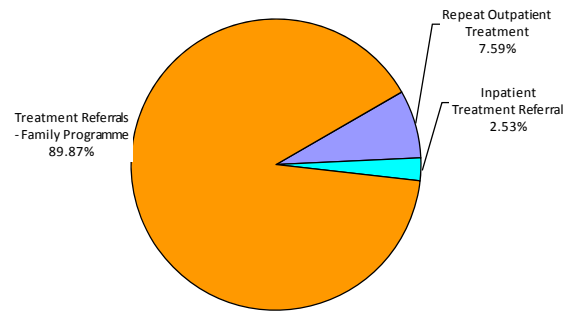
**NATIONAL OUTPATIENT TREATMENT STATISTICS**

	FOR THE QUARTER JAN 10 - MAR 10		FOR THE QUARTER APR 10 - JUNE 10		TOTAL OVER 120 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS	
No of family members currently in treatment	17		15		15		From Sept 03
<b>REFERRAL DATA:</b> Patients referred for out-patient treatment	337		353		11,816		
Total first appointments made	282	83.68%	282	79.89%	8,964	75.86%	% OF PATIENTS DIRECTED FOR TREATMENT
Total first appointments met ie patient actually arrived	229	81.21%	236	83.69%	7,499	83.66%	% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
<b>TREATMENT DATA:</b> PG'S currently in treatment	145		163		163		
No of patients completing all 6 sessions	89	38.86%	103	43.64%	3,383	45.11%	% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
No of patients arriving for follow-up session (the 7th)	49	55.06%	45	43.69%	1,910	56.46%	% PATIENTS WHO COMPLETED THE PROGRAMME & ARRIVED FOR THE 7TH FOLLOW UP SESSION 3 MTHS AFTER COMPLETING TREATMENT
No of patients sent for Debt Management	2		3		77		% OF PATIENTS WHO WERE REFERRED FOR DEBT COUNSELLING
No of Group Sessions held	17		16		112		% OF GROUP SESSIONS HELD
<b>INPATIENTS</b>	3		2		94		From March 2003

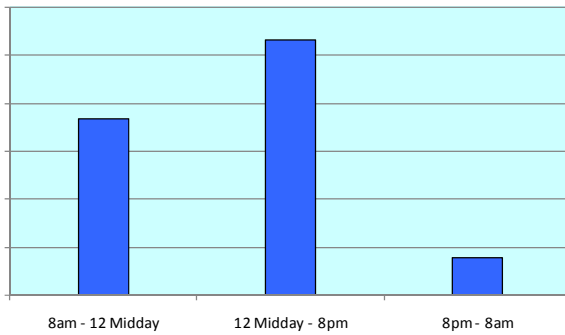
**PROBLEM GAMBLING CALLS**  
 for the quarter Apr 10 - June 10



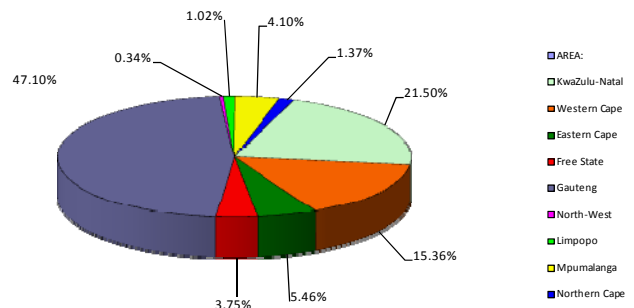
**OTHER PROBLEM GAMBLING REFERRALS**  
 for the quarter Apr 10 - June 10



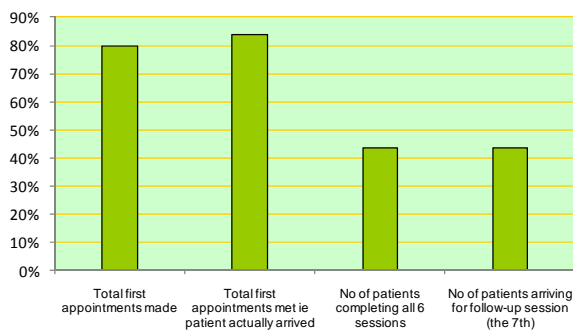
**TIME OF CALL**  
 for the quarter April 10 - June 10



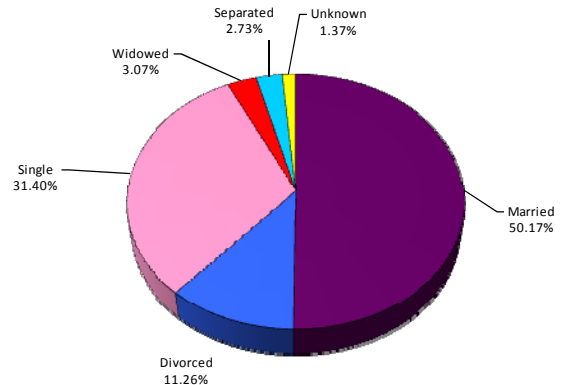
**AREA**  
 for the quarter April 10 - June 10



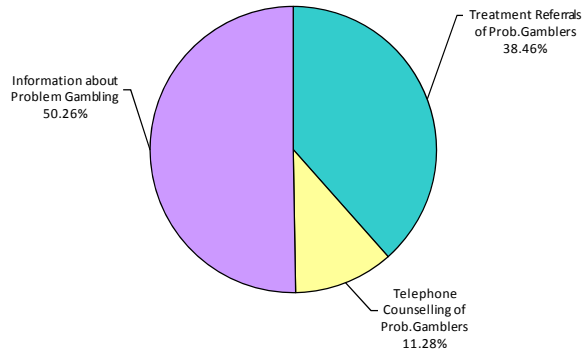
**NATIONAL OUTPATIENT TREATMENT STATISTICS**  
 for the quarter April 10 - June 10



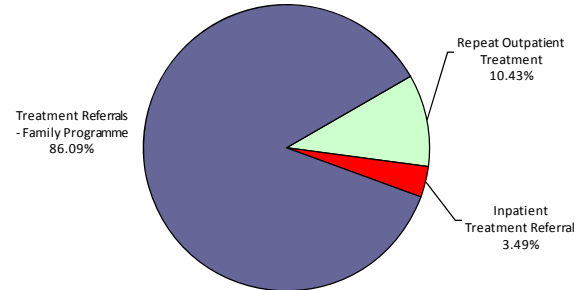
**MARITAL STATUS**  
 for the quarter April 10 - June 10



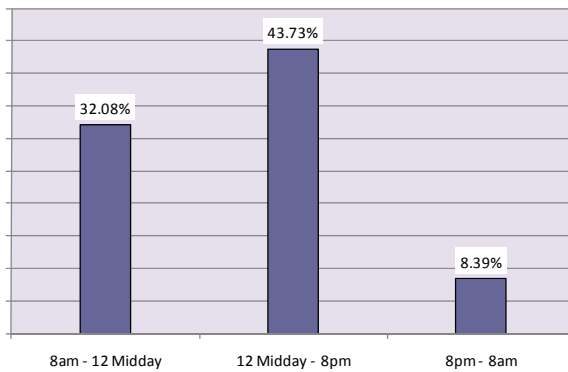
**PROBLEM GAMBLING CALLS**  
 since inception to June 10



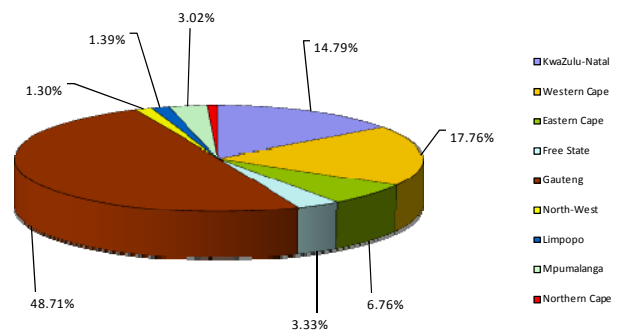
**OTHER PROBLEM GAMBLING REFERRALS**  
 since inception to June 10



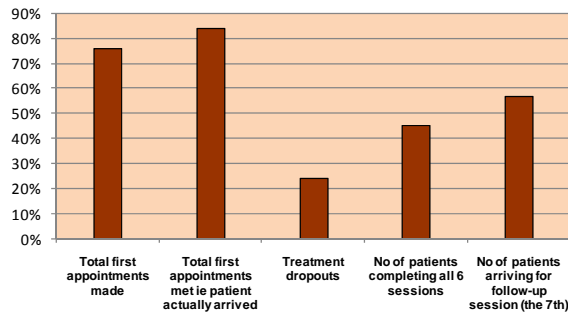
**TIME OF CALL**  
 since inception to June 10



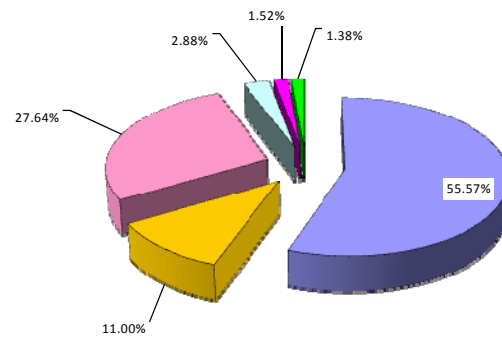
**AREA**  
 since inception to June 10



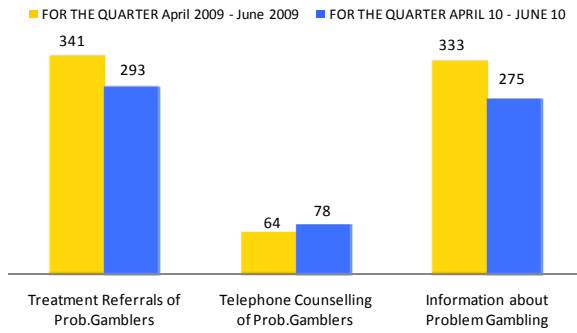
**NATIONAL OUTPATIENT TREATMENT STATISTICS**  
 since inception to June 10



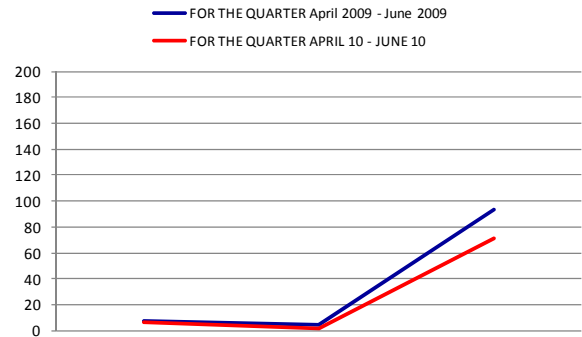
**MARITAL STATUS**  
 since inception to June 10



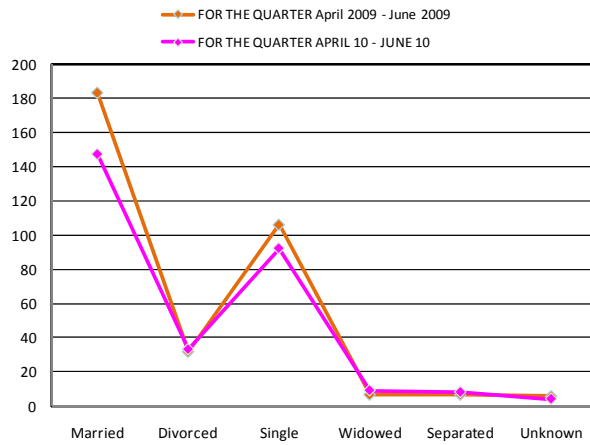
**PROBLEM GAMBLING CALLS**  
 Comparison Apr 09 - June 09 to Apr 10 - June 10



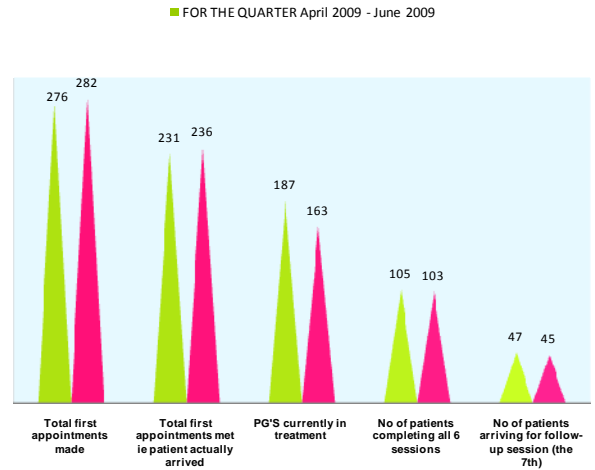
**OTHER PROBLEM GAMBLING REFERRALS**  
 Comparison Apr 09- June 09 to Apr 10 - June 10



**MARITAL STATUS**  
 Comparison Apr 09 - June 09 to Apr 10 - June 10



**NATIONAL OUTPATIENT TREATMENT STATISTICS**  
 Comparison Apr 09 - June 09 to Apr 10 - June 10



SA PROBLEM GAMBLING FOUNDATION - INDUSTRY  
BUDGET VS COSTS  
FOR THE 4 MONTHS ENDED 30/06/2010

	BUDGET MAR 10 - FEB 2011	ACTUAL COSTS MAR 10 - FEB 2011	BUDGET BALANCE
<b>PUBLIC AWARENESS</b>			
<b>Overheads and Operating Costs:</b>			
Collateral	433,267	37,699	395,568
Research	50,000	44,000	6,000
Travel	160,000	-	160,000
Incidentals eg telephones, stationery etc	21,600	1,388	20,212
Advertising etc	3,160,000	634,444	2,525,556
<b>Human Resources Costs:</b>			
Salaries and Consultants	1,163,760	387,920	775,840
<b>SUB-TOTAL FOR PUBLIC AWARENESS</b>	<b>4,988,627</b>	<b>1,105,451</b>	<b>3,883,176</b>
<b>TRAINING</b>			
<b>Overheads and Operating Costs:</b>			
Basic Training, Advanced & Video Training	397,000	113,679	283,321
<b>Human Resources Costs:</b>			
Salaries & Consultants	175,168	58,240	116,928
<b>SUB-TOTAL FOR TRAINING</b>	<b>572,168</b>	<b>171,919</b>	<b>400,249</b>
<b>TOTAL PUBLIC AWARENESS AND TRAINING</b>	<b>5,560,795</b>	<b>1,277,369</b>	<b>4,283,426</b>
<b>RESEARCH</b>			
<b>Overheads and Operating Costs:</b>			
Panel & Cognitive Study and Costs	285,000	6,110	278,890
Travel & subsistence	150,000	-	150,000
<b>Human Resources Costs:</b>			
Research Consultants	610,500	200,000	410,500
Salaries	128,000	42,667	85,333
<b>SUB-TOTAL RESEARCH</b>	<b>1,173,500</b>	<b>248,777</b>	<b>924,723</b>
<b>NATIONAL SCHOOLS</b>			
<b>Overheads and Operating Costs:</b>			
Travel and subsistence	120,000	-	120,000
Workshops w ith teachers	800,000	14,254	785,746
Printing, w ebsite, reprographic costs etc	300,000	350	299,650
<b>Human Resources Costs:</b>			
Salaries & Consultants	637,100	52,167	584,933
<b>SUB-TOTAL FOR NATIONAL SCHOOLS</b>	<b>1,857,100</b>	<b>66,771</b>	<b>1,790,329</b>
<b>TOTAL ACADEMIC PROGRAMME</b>	<b>3,030,600</b>	<b>315,548</b>	<b>2,715,052</b>
<b>TREATMENT NETWORK &amp; COUNSELLING LINE</b>			
<b>Overheads and Operating Costs:</b>			
Inpatient treatment	200,000	19,851	180,149
Debt Management	120,000	14,000	106,000
Counselling Line Costs	350,000	87,215	262,785
Conferences/w orkshops, recruitment, upskilling and protocols	300,000	-	300,000
Travel	25,000	-	25,000
<b>Human Resources Costs:</b>			
Outpatient treatment	1,800,000	638,089	1,161,911
Family Programme	135,000	29,435	105,565
Group Sessions	55,000	14,250	40,750
Salaries	850,000	278,448	571,552
Counselling Line Manager	150,000	28,848	121,152
Dr A Pretorius and UCT	300,000	250,000	50,000
<b>TOTAL TREATMENT &amp; COUNSELLING</b>	<b>4,285,000</b>	<b>1,360,136</b>	<b>2,924,864</b>

	BUDGET MAR 10 - FEB 2011	ACTUAL COSTS MAR 10 - FEB 2011	BUDGET BALANCE
<b>CENTRAL MANAGEMENT</b>			
<b>Overheads and Operating Costs:</b>			
Running costs eg rent, bank charges, audit fees etc	450,000	113,722	336,278
<b>Human Resources Costs:</b>			
Management Fees and salaries	891,000	282,750	608,250
SUB-TOTAL FOR CENTRAL MANAGEMENT	1,341,000	396,472	944,528
<b>UNCOMMITTED FUNDS</b>			
International travel, subsistence and conferences	500,000	130,066	369,934
Additional projects	2,068,790	336,066	1,732,724
Overtime & bonuses	220,000	-	220,000
Contingencies	600,643	74,834	525,810
Reserve/Bal b/f prior year budget	1,500,000	30,650	1,469,350
SUB-TOTAL UNCOMMITTED FUNDS	4,889,433	571,616	4,317,817
<b>TOTAL CENTRAL MANAGEMENT</b>	<b>6,230,433</b>	<b>968,088</b>	<b>5,262,345</b>
<b>TOTALS</b>	<b>19,106,828</b>	<b>3,921,141</b>	<b>15,185,687</b>
Interest Received on Call and Current Account		(44,219)	(44,219)
<b>TOTAL SPEND</b>		<b>3,876,922</b>	<b>15,229,906</b>
<b>ANTICIPATED INCOME:</b>			
Anticipated contributions (0.1% of GGR)	15,825,636		
Balance b/f 28.02.10	3,281,192		
<b>TOTAL</b>	<b>19,106,828</b>		
<b>Breakdown of income less expenditure:</b>			
Contributions		6,469,450	
Unspent portion of prior year budget		3,281,192	
Less spent to date		(3,876,922)	
<b>Balance available for expenditure</b>		<b>5,873,720</b>	
<b>Represented by:</b>			
Accounts Receivable		2,646,990	
Accounts payable		(308,225)	
Deposits		22,038	
MGB accounts		(164,833)	
Bank account		3,677,750	
		<b>5,873,720</b>	

## QUARTERLY REPORT FOR WESTERN CAPE APRIL – JUNE 2010

FUNDED BY THE DEPT OF SOCIAL DEVELOPMENT, PROVINCIAL  
ADMINISTRATION OF THE WESTERN CAPE

### Overview

The Department decided to discontinue the funding of this project in mid-May in order to utilize the funds for substance abuse. However, the balance of funds from the 2009/10 budget was utilized as follows:

Easter advertisements were placed in the press.

The visits to AllPay paypoints during March, April and May were as follows:

- during April visits were paid to 14 paystations reaching an estimated 3 205 recipients
- during May visits were paid to 18 paystations, reaching an estimated 3 965

This together with 16 pay station visits reaching 4 290 beneficiaries during March, brings the total for the year 2010 to 48 pay station visits and some 11 460 beneficiaries.

This brings the total tally from inception to its conclusion in May 2010 to 1164 pay station visits, reaching an estimated 127 460 recipients.

SA RESPONSIBLE GAMBLING FOUNDATION - WC  
BUDGET VS COSTS  
FOR THE 4 MONTHS ENDED 30/06/2010

	BALANCE B/F 28.02.10	ACTUAL COSTS MAR - JUNE 10	BUDGET BALANCE 2010/11
ALLPAY COMMUNITY OUTREACH	50,670	50,670	0
ADVERTISING	110,927	112,039	(1,112)
SPECIALIST TRAINING	5,000	5,264	(264)
<b>TOTAL</b>	<b>166,597</b>	<b>167,972</b>	<b>(1,375)</b>
Interest Received less running costs		(1,692)	(1,692)
<b>TOTAL</b>	<b>166,597</b>	<b>166,280</b>	<b>317</b>

**Breakdown of income less expenditure:**

Grants received	0
Balance b/f per audited annual financial statements	166,597
Less spent to date	<u>(166,280)</u>
Balance available for expenditure	<u><u>317</u></u>

Represented by:

Accounts Receivable	0
Accounts payable	0
Bank account	<u>317</u>
	<u><u>317</u></u>

## QUARTERLY REPORT FOR GAUTENG APRIL – JUNE 2010

FUNDED BY THE GAUTENG GAMBLING BOARD

### **Overview**

Work on the high schools, community outreach and AllPay initiatives in Gauteng resumed.

Highlights during the period under review:

- visits to 72 AllPay sites, interacting with 21 715 beneficiaries
- visits to five schools, reaching 3 747 learners
- participation in the Rand Show as well as an Employee Wellness Day

A proposal was sent to the Gauteng Gambling board for the continuation of the programme for 2010/11 but a response has not yet been received.

### **Special Events**

#### ***Rand Show***

The Rand Show ran from 1 to 11 April 2010.

This year it was a stand-alone venture, whereas previously the NRGP had formed part of the joint and much bigger GPG's Department of Economic Development and GGB stall.

The bigger, flashier display built by the DED was traditionally quite professional, attractive and fun. Being together with the various agencies (tourism, film, liquor board, GEP, GEDA, Blue IQ, Dinokeng and Cradle of Humankind) added a sense of energy and community to the stand. With the space provided by the bigger stand, we were also able to perform presentations during the show.

Having our own stand allowed us to choose which hall we would like to display in. The big advantage is that we managed to secure space in a commercial hall, which had more spectators. The independence also allowed us to use more branding on the stand.

The other big change was that because of the World Cup, a number of halls at the Nasrec Showgrounds were not available. To compensate, tented halls were built and a kind of 'street market' was erected along the walkways around the grounds. The show was therefore much more compact, with everything closer together instead of being in separate halls. The result of this was that the show had a more festive feel to it. This was, in our opinion, a great improvement on past years.

Overall, the show was relatively well attended. As expected, the weekends were the busiest, with our facilitators a little run off their feet. They reported a lot of interest in the programme and consequently spoke to a number of people and handed out quite a lot of collateral. Attendance was not as high as what we experienced in 2008, but was still good. The approximate numbers are as follows:

<u>Year</u>	<u>2010</u>	<u>2009</u>	<u>2009</u>
Comics	8 500	7 000	15 000
Leaflets	4 800	4 000	6 000
Playing cards	3 500	2 500	4 000
Bookmarks	750	1 000	1 000

### **Employee Wellness Day**

On Friday, 28 May, Newsclip Media Monitoring treated 165 of their staff to a special Employee Assistance Programme (EAP) talk on gambling addiction and problem gambling. During the course of the morning the NRGPs acting duo Edward Malungane and Tlhapang Petso put on four performances which were very well received, and the NRGPs trainer Sandra Peterson provided the audience with more informed input after each session.

### **Schools**

The team visited five schools holding 20 sessions for 3 747 learners as part of the incomplete 8<sup>th</sup> 'block'.

This brings the total number of schools visited during the current financial year to 58 (including two primary schools) – and totalling some 33 656 learners.

It is anticipated that the balance of this block and two others budgeted for in the 2010 financial year will be completed during the third term.

### **All Pay**

Community outreach with beneficiaries at the AllPay paypoints. The team of facilitators interacted with:

- 7 335 people at 24 paypoints during April
- 7 270 people at 24 paypoints during May
- 7 110 people at 24 paypoints during June

Totalling 21 715 beneficiaries at 72 paypoints for the three-month period under review. This brings the total number of beneficiaries reached since the project resumed in September 2009 to 72 890 beneficiaries at 236 paystations.

SA RESPONSIBLE GAMBLING FOUNDATION - GAUTENG  
BUDGET VS COSTS  
FOR THE 4 MONTHS ENDED 30/06/2010

	BUDGET MAR 10 - FEB 2011	ACTUAL COSTS MAR 10 - FEB 2011	BUDGET BALANCE
<b>RESEARCH</b>	836,205	332,492	503,713
Interest Received less running costs		(12,993)	12,993
<b>TOTAL</b>	<b>1,672,410</b>	<b>319,499</b>	<b>516,706</b>

**Breakdown of income:**

BALANCE B/F 01.03.10	836,205
Grants received from GGB 2010/11	0
<b>BUDGET AVAILABLE FOR EXPENDITURE</b>	<b>836,205</b>

**Breakdown of income less expenditure:**

Grants received	0
Balance b/f per audited annual financial statements	836,205
Less spent to date	(319,499)
<b>TOTAL</b>	<b>516,706</b>

Represented by:

Accounts Receivable	0
Accounts payable	0
Bank account	516,706
	<u>516,706</u>

## QUARTERLY REPORT FOR MPUMALANGA APRIL - JUNE 2010

FUNDED BY THE MPUMALANGA GAMBLING BOARD

### Overview

An interim report was submitted on 4 May covering completed and anticipated activities during April/May, so in this report figures have been updated to the end of June 2010.

Effectively from 15 May to 15 July there has been no activity due to learners writing exams at the end of the 2<sup>nd</sup> school term and then extended schools holidays coinciding with the Soccer World Cup.

### Schools

During the second school term visits were paid to nine schools, reaching 4 479 learners.

As we have reached more than the anticipated number of learners, we had to reprint the comic books.

We have one school booked for 14 July 2010 in Balfour and we are trying to confirm one more school for early in the 3<sup>rd</sup> semester – to complete the third block.

- Total for 1<sup>st</sup> block: nine schools and 5 238 learners (of which 2 schools and 430 learners were visited in 2009)
- Total for 2<sup>nd</sup> block: 10 schools and 4 894 learners
- Total for current 3<sup>rd</sup> block: nine schools and 4 479 learners
- Total number of schools visited to end June: 28 schools and 14 611 learners reached

### Empilweni

Facilitators have been sourced from Secunda, Siyabuswa, KwaMhlanga, Schoemansdal and Piet Retief as well as Witbank and Nelspruit.

The team of facilitators visited 72 Empilweni sites, interacting with 19 475 beneficiaries.

- April: 6 370 beneficiaries at 24 paystations
- May: 6 405 beneficiaries at 24 paystations
- June: 6 700 beneficiaries at 24 paystations

Sub-totalling 19 475 beneficiaries at 72 paystations

Including the March tally of 2 790 beneficiaries at nine paystations, this brings the total tally to date to end June to 81 paystations and 22 265 interactions.

### Community outreach

The proposed awareness events for Barberton, KwaMhlanga, Siyabuswa, Emalahleni and Secunda were postponed until further notice.

### Budget

Following a review meeting held with Messrs Cedrick Chiloane and André Otto from the MGB on 19 March, there has been no expectation that this project will continue beyond August 2010. The budget over-run relates to the fact that more collateral was required than anticipated, because of additional community awareness events where it was handed out – as well as a higher number of school learners reached.

SA RESPONSIBLE GAMBLING FOUNDATION - MPUMALANGA GAMBLING BOARD  
BUDGET VS COSTS  
AS AT 30/06/2010

	BUDGET	ACTUAL	BUDGET
	OCT 09 - FEB 2011	COSTS	BALANCE
	OCT 09 - FEB 2011	OCT 09 - FEB 2011	
Edutainment for schools and adults	394,000	234,412	159,588
Collateral	96,000	148,485	(52,485)
Empilweni grant recipients	160,000	102,269	57,731
Management	55,000	55,000	-
Admin/Secretarial	35,000	35,000	-
Co-ordination	60,000	60,000	-
<b>TOTALS</b>	<b>800,000</b>	<b>635,167</b>	<b>164,833</b>