

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 2009



N A T I O N A L

**Responsible
Gambling**

P R O G R A M M E



EXECUTIVE SUMMARY

The second quarter of the year saw a substantial increase in training numbers across the casino industry compared to the first quarter and steady activity among other operators, such as bookmakers and regulators. A total of 623 casino staff members received training in the NRGP Basic Course during this quarter.

Public awareness highlights included the development of new advertisements, the revised translation of the generic leaflets into seven languages and the compilation of various editorials for local and national media release.

Work on the high schools, community outreach and AllPay initiatives in the Western Cape continued during the period under review with 14 school visits reaching 6 301 learners and visits to 62 AllPay locations, interacting with around 18 485 beneficiaries. This brings the tally for the financial year to date of visits to 31 schools, reaching 12 994 learners and for the period August 2008 to June 2009 255 visits to pay points reaching 78 730 beneficiaries.

During this quarter facilitators interacted with 22 255 beneficiaries at 73 AllPay points in the Gauteng region, reaching a total for the financial year of 70 840 beneficiaries reached at 242 paypoints. During April, May and June actors travelling on their roadshow in Pretoria and Soshanguwe areas visited 11 schools reaching 7 918 learner. For the financial year this brings the tally to 30 080 learners reached at 39 schools.

Noteworthy this past quarter are that three members of the research team made presentations at the 14th International Conference on Gambling and Risk Taking held in Lake Tahoe in April. Professor Ross gave a keynote address entitled 'The Neuroeconomics of Gambling: Why do most people like gambling, and some people like it too much?', and Professor Collins presented a paper entitled '(Mis)-Regulating gambling: lessons for modern social democracies'. Professor Ross organized and chaired a symposium on 'Responsible Gambling in South Africa: Research and Policy', at which he, Professor Collins and Mr. Rousseau (along with Professor Bak of the NRGP Schools Project) gave presentations.

Work continues on the Schools Programme with development of audio-visual material and the construction and design of a new website for *Taking Risks Wisely – Grades 7-9*, with greater levels of interactivity and greater ease of manipulation. The monitoring of pilot projects in Gauteng schools, eliciting feedback from completed pilot projects and liaison with additional provincial department to implement pilot studies still continues.

The total number of problem gamblers remained much the same as the previous quarter (341) which confirms our belief that the prevalence of problem gambling remains fairly constant within the community despite the economic down turn over the past nine months. It also tends to disprove the popularly held belief that people tend to gamble in a more reckless fashion in times of economic hardship.

Referral of family members to our family treatment and counselling service remained constant in comparison to the previous quarter and a total of 93 family members were referred for counselling assistance. In total, the quarter saw a marginal increase of problem gambling related calls (from 775 to 842 telephone contacts). The total number of problem gambling calls to the counselling line, including calls not directly related to problem gambling, was also constant at 4568 calls for the quarter.

QUARTERLY REPORT FOR NRGF APRIL – JUNE 2009

FUNDED BY THE GAMBLING INDUSTRY

PUBLIC AWARENESS

Overview

These were the highlights during the period under review:

- new advertisements developed for Youth day, Women's day and national media
- design of a new generic poster
- revised translations of the generic leaflets were done in seven languages
- ongoing compilation of media fact sheets and editorials relating to different facets of the NRGF's activities and problem gambling.
- copy compilation for the 10th NRGF News edition
- compiling various editorials for local and national media release
- submission of proposals for the renewal of the Western Cape and Gauteng contracts
- submission of proposals as requested by the Mpumalanga Gambling Board
- contributions for the Gauteng Gambling Board and the Western Cape Gambling and racing Board for incorporation in their 2008/9 annual reports
- organisation of seminars for Dr Jonathan Parke and Jane Rigbye in July 2009 for regulators, industry members and treatment professionals

Advertising

Print Advertorials:

During the past quarter the following advertisements appeared:

12-06-2009 – Mail & Guardian
 15-06-2009 – Star, Argus, DFA, PTA News, Daily News, Isolezwe
 15, 17 & 19-06-2009 - Citizen
 15, 17 & 19-06-2009 – Daily Sun
 15 & 17-06-2009 - Sowetan
 15 & 17-06-2009 – Cape Times
 17-06-2009 – Cape Argus
 15-06-2009 – Daily Voice
 June/July 2009 – GFA (Wild Coast Edition)
 29-06-2009 – RSG
 29-06-2009 – 5FM
 29-06-2009 – Metro FM
 29-06-2009 - GHFm

Print Editorials:

Editorials relating to the AllPay involvement and the provincial schools projects for youth were released to selected media as follows:

- Independent Newspapers which syndicated it to the group (Star, Pretoria News, Daily News, etc)
- Business Report
- Business Day
- Media 24 [Beeld/Burger/Volksblad/Oos-Kaap]
- Daily Sun

- Citizen
- Gaming for Africa
- Cape Business News
- Sowetan
- City Press

The Independent Newspaper group featured the youth gambling editorial which made reference to the provincial schools programme and the national pilot schools programme as part of a Youth Day feature in which the NRGP advertisements were placed.

The youth gambling/Youth Day editorial was also sent to the following publications:

15 June – Business Report
 15 June – Cape Argus
 15 June – Daily News
 15 June – Diamond Fields Advertiser
 15 June – Isolezwe
 15 June – Pretoria News

Print Media Articles:

01-04-2009 – *O Magazine* - **The Big Win** – Story of Darren Besters battle with gambling addiction
 01-04-2009 – *Sandton Magazine* - **Hitting the Jackpot** – The gambling industry has grown in 12 years, and shows no signs of slowing
 14-04-2009 – *Business Day* - **Credit for online gamblers ‘a big problem’** – Prof Don Ross
 14-04-2009 – *Business Day* - **SA authorities set to regulate online gambling** – Thebi Moja, Derek Auret, Anthony Puttergill
 17-04-2009 – *Business Day* - **Online, in line** – SA takes steps to regulate internet gambling
 05-05-2009 – *Cape Argus* - **Gambler appeals his sentence** – Convicted fraudster appeals
 13-05-2009 – *Cape Times* - **Tears as gambling addict fails in bid to be released from jail**
 19-05-2009 – *Die Burger* - **Dobbelslaaf dagvaar casino**
 12-06-2009 - *Volksblad* - **Dobbelslaafdes oor kind in motor gevonis**
 12-06-2009 – *Beeld* - **Ouers skuldig wat kind los en dobbel**
 14-06-2009 - *Sunday Argus* - **Campaign to advise vulnerable on gambling traps** – Peter Collins on Pay Points
 15-06-2009 - *Daily News, Diamond Fields Advertiser, Isolezwe, Cape Argus, Pretoria News, Business Report* - **Dedicated to teaching teenagers to take risks wisely** – Peter Collins on underage gambling
 16-06-2009 – *Allafrica.com* - Botswana: **Casino Operators Launch Responsible Gaming Programme**
 19-06-2009 - *Die Burger Oos, Sake 24* - **Program wil keer dat mense lewe wegdoobel** – Hazel Petrig on Pay points
 29-06-2009 – *Die Burger* - **Dobbelaars draai die brieke aan** – Rodger Meyer on reduction in gambling
 2009 – *Keytalk* – **Gambling – can it become a disease** – written to Momentum’s Newsletter

Interviews:

15-04-2009 – *SABC 1* - **Gambling Addiction** – Int. Thabiso Mamosadi, Jack Lekgothoane, Thebi Moja
 17-04-2009 – *SAFm Talk Shop* - **Compulsive Gambling** – Int. Thebi Moja, Derek Auret, Dudley, Suzanne van Niekerk
 05-05-2009 - *SABC International Biz* - **Online Gambling & Responsible Gambling** – Int. Thebi Moja
 19-05-2009 - *KFM Morning News* - **Problem gambling not increasing as recession bites** – Int Roger Meyer

Internet Advertising:

A letter has been drafted and approaches are being made to certain Internet Service Providers/websites hosting gambling links to online gambling in South Africa, requesting their co-operation in placing the counselling line number reference and/or NRGP slogans on their home pages offering Gambling services.

Publications

A bumper 10th issue of NRGP News was published – 12 pages full of coverage relating to Ladouceur's visit late last year, as well as profiles on the NRGP research team members, the new training staff appointment Natalie Bossi, and feedback on the workshops held in Gauteng, KZN and the Northern Cape on the National Schools' pilot programme.

Website

The website has been revamped.

Liaison with other gambling boards

In addition to submitting proposals for the renewal of the Western Cape and Gauteng contracts, follow-up meetings were arranged between the NRGP's executive director Peter Collins and Edward Lalumbe of the GGB and Debbie van Stade of the Western Cape Government.

Proposals for a schools and AllPay programme were submitted as requested to the Mpumalanga Gambling Board. Subsequently Ms Mpinane 'Pinky' Mokone, deputy director for the Gambling and Betting Sub-directorate in the Department of Economic Development, Environment and Tourism of the Mpumalanga Government made contact with us to pursue the implementation of a schools project. We have referred her to the MGB to take things further.

Short summaries were contributed to the Gauteng Gambling Board and the Western Cape Gambling and Racing Board for their respective annual reports.

TRAINING

741 people received Responsible Gambling training during the period of April to June 2009.

Overview

This quarter saw a substantial increase in training numbers across the casino industry compared to the last quarter and steady activity among other operators, such as bookmakers and regulators. The NRGP Training Division focused on cost effectiveness and assessing the needs of all role-players in the gambling industry, as far as Responsible Gambling Training is concerned. Loren Human will no longer be returning to the programme and is therefore replaced by Natalie Bossi.

Another addition to the training team was Sandra Peterson, who is based in Gauteng, where by far the majority of training occurs. Razeena Saloojee conducts regular training sessions at the three main casinos in Johannesburg and Ms Peterson trains on an ad hoc basis.

NRGP Basic course

- **Casino training**

A total of 623 casino staff members received training in the NRGP Basic Course during the second quarter of 2009: Gold Reef City – 127, Emperor's Palace-191, Montecasino-60, Silverstar-84, Frontier Inn Bethlehem-104, Queens Casino-57.

- **LPMs**

Vukani Gaming sent one of their managers from Montagu Gardens on train-the-trainer training.

- **Bookmakers**

Training of 55 Phumelela staff members in Limpopo, as well as 53 Hollywood Bets staff members in and around Johannesburg took place during this quarter. The logistics of training delegates in this sector of the gambling industry remains a challenge, as staff members are located at far-flung branches.

- **Regulators**

Further regulator training of 9 delegates took place at the Western Cape Gambling Board in April 2009.

RESEARCH

In the second quarter of 2009 the following researchers participated in research activities supported by the NRGF:

Core research team from the Universities of Cape Town and KwaZulu-Natal:

- Professor Don Ross (Director), University of Cape Town & University of Alabama at Birmingham
- Professor Graham Barr, University of Cape Town
- Mr Andrew Dellis, Postgraduate student, University of KwaZulu-Natal
- Mr Andre Hofmeyr, Postgraduate student, University of Cape Town
- Mr Jacques Rousseau, University of Cape Town
- Professor David Spurrett, University of KwaZulu-Natal
- Dr Martine Visser, University of Cape Town
- Mr. Alexander Schuhr, University of Cape Town

Assisted during this period by international experts as well as by the NRGF's executive director, Professor Peter Collins, University of Salford:

- Dr. George Ainslie, Veteran's Medical Centre, Coatesville Pennsylvania
- Professor Peter Collins, Executive Director NRGF, University of Salford
- Professor Glenn Harrison, University of Central Florida
- Professor Harold Kincaid, University of Alabama at Birmingham
- Professor Carla Sharp, Baylor College of Medicine (Texas)

A substantial report has now been completed by Professor Don Ross of UCT and his colleagues on participation in gambling and problem gambling in Gauteng. This will be made available to the Board in the last week of July 2009 prior to the Seminar for regulators, industry professionals and other interested parties which Professor Collins, Dr Jonathan Parke (from the UK) and Jane Rigby on 29th July 2009. The most significant conclusions are that the regulated parts of the gambling industry are clearly succeeding in discouraging excessive and compulsive gambling (which nationally shows no increase over 2006). However, there does seem to be a significant correlation between informal and illegal gambling, particularly Fafi and cards played in locations such as those where shebeens are found. Problem gambling also correlates with other addictive and substance abuse disorders, as well as with depression and anxiety (though it is unclear what the cause or relationships here are). Surprisingly, there seems to be no correlation between problem gambling and impulsivity.

Three NRGF research staff, Professors Ross and Collins and Mr. Rousseau, made presentations at the 14th International Conference on Gambling and Risk-Taking held in Lake Tahoe, Nevada. Professor Ross gave a keynote address, entitled 'The Neuroeconomics of Gambling: Why do most people like gambling, and some people like it too much?' Professor Collins presented a paper entitled '(Mis)-Regulating gambling: lessons for modern social democracies.' Professor Ross organized and chaired a symposium on 'Responsible Gambling in South Africa: Research and Policy', at which he, Professor Collins and Mr. Rousseau (along with Professor Bak of the NRGF Schools Project) gave presentations. Field work was completed for a study of gambling behaviour in two impoverished communities – one rural and one peri-urban – in KwaZulu-Natal. Data are now being analyzed. The study is led by Professor Spurrett and Mr. Dellis.

The pending project on 'Cognitive control of impulsive responses in problem gamblers', led by Professor Sharp, received approval from the Research Ethics Committee at the University of Cape Town. Three other committees from which approval is required are now scrutinizing it. The programme that will drive the functional Magnetic Resonance Imaging scanner during the experiment is currently being written by Mr. Hofmeyr.

The survey questionnaires and experimental instructions that will be used in the pending longitudinal study of 300 South African gamblers selected from the 2008-09 National Prevalence Study are currently being translated into Afrikaans, isiXhosa, IsiZulu, Sesotho and Setswana. Subject recruitment is also underway. The study is led by Professor Kincaid and Professor Ross.

SCHOOLS PROGRAMME

The members of the schools programme (in alphabetical order) are:

- Prof Nelleke Bak (curriculum developer and trainer)
- Prof Graham Barr (consultant)
- Ms Natalie Bossi (trainer)
- Mr Jacques Rousseau (web designer)
- Dr John Schoonbee (national coordinator)

Main objectives for April – June 2009

The main tasks of the group for this period were to:

1. Continue to develop audio-visual material and construct a new NRGP schools' programme website.
2. Monitor pilot project in Gauteng schools.
3. Elicit feedback from completed pilot projects.
4. Liaise with additional provincial departments to implement pilot study.
5. Broaden the pool of presenters / trainers

Achievements of objectives

1. Development of “new look” website

Graham Barr and Jacques Rousseau continue to construct and design a new website for *Taking Risks Wisely – Grades 7-9*, one with greater levels of interactivity and greater ease of manipulation. The new website will have a search function and will list comprehensive additional material for teachers and learners. See: <http://www.nrgp.org.za/>

2. Implementation of pilot project in Gauteng schools

After the initial teachers' training workshop in February 2009, an additional workshop was organized on May 8th for the 15 specific teachers who would be implementing the pilot project. The additional workshop was requested by the District Director, Sibongile Mabena, who wanted to ensure that the teachers would all be implementing the same lessons with the same approach. Feedback sheets from Western Cape and Northern Cape are still awaited., Natalie Bossi is constantly monitoring the implementation and is in contact with the two head co-ordinators.

The pilot study in Gauteng was being implemented from May 2009, with feedback survey sheets to be completed and returned to the NRGP for analysis by mid August 2009.

3. Feedback from completed pilot studies – Western Cape and Northern Cape

John Schoonbee is continuing to try and elicit the feedback sheets from teachers and learners in the Western Cape and Northern Cape. The lack of feedback forms being timeously submitted is mainly due to problems within the provincial education departments (lack of funds, change of personnel). The Northern Cape promised that the feedback would be completed around the end of June. John Schoonbee to monitor progress.

In May, John Schoonbee contacted Ursula Essau from the Western Cape with regards to getting feedback sheets, but there has been little progress to date. John Schoonbee to follow up.

4. Liaison with additional provincial departments of education

Since March, John Schoonbee has been in contact with Sindi Yoyo from the Eastern Cape Dept of Education who expressed great enthusiasm for implementing the pilot project. In May, the Eastern Cape agreed to a workshop to be held on July 30/August. They wanted the pilot project to be implemented in all 23 districts and suggested that a teacher and curriculum advisor from each district, plus 4 central administrators should attend. After numerous attempts at trying to finalize the date and venue, Sindi informed that we should first meet with the head administrator, Frank. However, in June the NRGP was informed that the Eastern Cape was halting all arrangements for the pilot project due to budgetary constraints.

Since March, John Schoonbee has also been in contact with Mpumalanga DoE. They too wanted a subsequent meeting with John Schoonbee and Nelleke Bak with the head administrator, but then agreed to implement the pilot project without that meeting taking place. Commitment to presenting a workshop for Mpumalanga teachers, principals and curriculum advisors was given for August 7th and 8th at Waterval Boven. Nelleke Bak, Natalie Bossi and Euginia Budaza will be the three presenters.

5. Broadening the pool of presenters / trainers

Loren Human will not be returning to the NRGP after her maternity leave, and therefore Natalie Bossi, who has been appointed in her place, has been given more responsibility and Euginia Budaza, a telephone counsellor from the NRGP counselling line, has been asked to co-present the teacher workshop in Mpumalanga in August. We hope to broaden both the number of trainers as well as the demographic representation of the pool of available presenters and trainers.

TREATMENT AND COUNSELLING

Overview

The total number of problem gamblers remained much the same as the previous quarter (341) which confirms our belief that the prevalence of problem gambling remains fairly constant within the community despite the economic down turn over the past nine months. It also tends to disprove the popularly held belief that people tend to gamble in a more reckless fashion in times of economic hardship.

The most interesting and gratifying occurrence at the gambling counselling line has been the positive feedback around the Integrated Care Programme that was finally implemented fully in January 2009. The gambling counselling line has a sense of 'coming of age' now that they can join gambling treatment services in much bigger countries with the statement that they do provide an after-care service for gamblers.

Telephone counselling increased slightly as did callers requesting information pertaining to problem gambling but those needing referral for treatment remained much the same. Six patients required inpatient treatment and were admitted to one of a number of clinics with whom the NRGF has a treatment contract. We have noticed a slight increase in the demand for residential treatment but our criteria for this service remains quite clear and consistent.

Referral of family members to our family treatment and counselling service remained constant in comparison to the previous quarter and a total of 93 family members were referred for counselling assistance. In total, the quarter saw a marginal increase of problem gambling related calls (from 775 to 842 telephone contacts). The total number of problem gambling calls to the counselling line, including calls not directly related to problem gambling, was also constant at 4568 calls for the quarter.

The statistics revealed no change in the provincial distribution of callers over the quarter and the profile of the problem gamblers remained much the same. An interesting change over the past quarter, however, was the increase in callers with problems related to internet gambling (15). While legislation pertaining to this industry remains unclear, the problem appears to be proliferating.

The telephone counsellors routinely grade calls subjectively on a scale of 1 to 5. 15% of the calls were graded at a significantly severe level of distress. If one collates this with the other related problems about which we enquire at the time of the call which includes criminality 13%, suicidal ideation 24%, other psychiatric problems 8% and concomitant alcohol or drug problems 9% it would confirm that the telephone counselling line service functions also as a very useful life line for many people in severe distress arising from their gambling disorder. 30% of our problem gamblers had already applied for self-exclusion and in addition now wanted or required counselling treatment. We have previously addressed this issue and are currently in the process of developing a treatment programme designed specifically for self-excluders who do not necessarily want to stop gambling completely.

102 patients completed all six sessions over the past quarter according to statistics returned by the treatment professionals. 11 patients were referred for debt management and a total of 15 follow up group sessions were held.

Supervision

Supervision continued as per usual with the following topics covered - positive psychology, ethical issues and dilemmas, communication behaviour, boundaries, trauma counselling versus trauma debriefing.

Ms Sharon Reed, counselling manager for Life Line, spent a supervision session at the gambling line offices discussing trends, problems and solutions around counselling lines. Dr Rodger Meyer spent two supervision sessions with the counsellors concentrating on statistics and techniques in motivating gamblers to go for treatment.

Integrated Care Programme

The Integrated Care Programme was fully implemented from January 2009 and counselling line staff has made more than 600 calls to gamblers who had called the counselling line. The response from gamblers has been overwhelmingly positive with most gamblers extremely grateful that they are still in the system. Quite a few admitted to relapsing and were re-referred to the treatment professional, either for extra sessions or to complete the sessions they had abandoned.

QUARTERLY STATISTICS

NATIONAL RESPONSIBLE GAMBLING COUNSELLING STATISTICS

COUNSELLING CALLS & REFERRALS:

	FOR THE QUARTER January 2009 - March 2009		FOR THE QUARTER April 2009 - June 2009		TOTAL OVER 108 MTH PERIOD	% of PROBLEM GAMBLING CALLS
PROB GAMBLING CALLS:						
Treatment Referrals of Prob.Gamblers	336	50.76%	341	46.21%	10,371	37.75%
Telephone Counselling of Prob.Gamblers	52	7.85%	64	8.67%	3,107	11.31%
Information about Problem Gambling	274	41.39%	333	45.12%	13,995	50.94%
	662	100.00%	738	100.00%	27,473	100.00%
OTHER PROB GAMBLING REFERRALS :					TOTAL OVER 108 MTH PERIOD	% of <i>OTHER</i> PROBLEM GAMBLING CALLS
Repeat Outpatient Treatment	16	14.16%	7	6.73%	254	11.22%
Inpatient Treatment Referral	2	1.77%	4	3.85%	70	3.09%
Treatment Referrals - Family Programme	95	84.07%	93	89.42%	1,939	85.68%
	113	100.00%	104	100.00%	2,263	100.00%
TOTAL NO OF PROB GAMBLING CALLS	775	17.29%	842	18.43%	29,736	10.79%
OTHER CALLS:						
General Enquiries	2,592	57.82%	2,530	55.39%	74,284	26.96%
Hoaxes	469	10.46%	506	11.08%	74,085	26.89%
Silent	434	9.68%	533	11.67%	61,243	22.23%
Wrong No's	213	4.75%	157	3.44%	36,131	13.11%
Problem Gambler info	0	0.00%	0	0.00%	44	0.02%
	3,708	82.71%	3,726	81.57%	245,787	89.21%
TOTAL NO OF CALLS TO COUNSELLING LINE	4,483		4,568		275,523	

OTHER DATA

TIME OF CALL (PROBLEM GAMBLER):

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

FOR THE QUARTER January 2009 - March 2009		FOR THE QUARTER April 2009 - June 2009		TOTAL OVER 108 MTH PERIOD	% of PROBLEM GAMBLING CALLS
127	37.80%	124	36.36%	3,215	31.00%
183	54.46%	184	53.96%	4,363	42.07%
28	8.33%	29	8.50%	898	8.66%

FAMILY PROGRAMME REFERRALS - RELATIONSHIP TO THE GAMBLER

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

FOR THE QUARTER JANUARY 2009 - MARCH 2009		FOR THE QUARTER April 2009 - June 2009		TOTAL OVER 108 MTH PERIOD	% of PROBLEM GAMBLING CALLS
68	71.58%	63	67.74%	1,209	62.35%
13	13.68%	17	18.28%	191	9.85%
7	7.37%	9	9.68%	271	13.98%
5	5.26%	2	2.15%	110	5.67%
2	2.11%	2	2.15%	158	8.15%
95	100.00%	93	100.00%	1,939	100.00%

FAMILY PROGRAMME REFERRALS - COUNSELLING PROGRAMME

Counselling
Intervention Planning
Both (Counselling and Intervention)

26	27.37%	29	31.18%	932	48.07%
57	60.00%	53	56.99%	994	51.26%
12	12.63%	11	11.83%	13	0.67%
95	100.00%	93	100.00%	1,939	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 January 2009 - March 2009		FOR THE QUARTER April 2009 - June 2009		TOTAL OVER 108 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
61	18.15%	48	14.08%	1,478	14.25%
54	16.07%	51	14.96%	1,885	18.18%
27	8.04%	26	7.62%	700	6.75%
10	2.98%	14	4.11%	341	3.29%
168	50.00%	166	48.68%	5,059	48.78%
4	1.19%	11	3.23%	131	1.26%
1	0.30%	9	2.64%	133	1.28%
9	2.68%	13	3.81%	308	2.97%
2	0.60%	3	0.88%	81	0.78%
0	0.00%	0	0.00%	4	0.04%
0	0.00%	0	0.00%	5	0.05%
0	0.00%	0	0.00%	13	0.13%
0	0.00%	0	0.00%	5	0.05%
0	0.00%	0	0.00%	117	1.13%
0	0.00%	0	0.00%	111	1.07%
336	100.00%	341	100.00%	10,371	100.00%

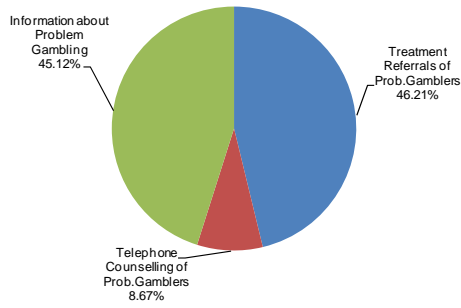
	FOR THE QUARTER January 2009 - March 2009		FOR THE QUARTER April 2009 - June 2009		TOTAL OVER 108 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
MARITAL STATUS:						
Married	177	52.68%	183	53.67%	5,817	56.09%
Divorced	34	10.12%	32	9.38%	1,143	11.02%
Single	101	30.06%	106	31.09%	2,822	27.21%
Widowed	15	4.46%	7	2.05%	300	2.89%
Separated	9	2.68%	7	2.05%	142	1.37%
Unknown	0	0.00%	6	1.76%	147	1.42%
	336	100.00%	341	100.00%	10,371	100.00%
SEX:						
Male	202	60.12%	200	58.65%	6,109	58.90%
Female	134	39.88%	141	41.35%	4,185	40.35%
Unknown	0	0.00%	0	0.00%	77	0.74%
	336	100.00%	341	100.00%	10,371	100.00%
AGE:						
20	1	0.30%	2	0.59%	270	2.60%
20 - 40	175	52.08%	176	51.61%	5,062	48.81%
40 - 60	137	40.77%	148	43.40%	4,074	39.28%
60+	19	5.65%	11	3.23%	31	0.30%
Unknown	4	1.19%	4	1.17%	934	9.01%
	336	100.00%	341	100.00%	10,371	100.00%
LANGUAGE PREFERENCE:						
English	232	69.05%	236	69.21%	7,638	73.65%
Afrikaans	62	18.45%	49	14.37%	1,558	15.02%
Vernacular	40	11.90%	52	15.25%	984	9.49%
Unknown	2	0.60%	4	1.17%	191	1.84%
	336	100.00%	341	100.00%	10,371	100.00%
EMPLOYMENT:						
Employed	210	62.50%	208	61.00%	6,438	62.08%
Unemployed	40	11.90%	45	13.20%	1,422	13.71%
Optionally unemployed (eg housewife)	12	3.57%	11	3.23%	193	1.86%
Part-time / Temp	6	1.79%	9	2.64%	380	3.66%
Self-employed	53	15.77%	55	16.13%	1,284	12.38%
Retired	1	0.30%	0	0.00%	35	0.34%
Pensioner	12	3.57%	9	2.64%	264	2.55%
Dependant	1	0.30%	4	1.17%	95	0.92%
Unknown	1	0.30%	0	0.00%	260	2.51%
	336	100.00%	341	100.00%	10,371	100.00%
RELATED PROBLEMS:						
Previous Gambling Treatment	39	11.61%	39	11.44%	806	7.77%
Alcohol / Drug Problem	19	5.65%	31	9.09%	789	7.61%
Other Psychiatric Problems	31	9.23%	28	8.21%	1,041	10.04%
Suicidal Ideation	78	23.21%	85	24.93%	1,707	16.46%
Gamblers Anon Attendance	23	6.85%	29	8.50%	509	4.91%
Casino Exclusions	87	25.89%	104	30.50%	1,195	11.52%
Criminality	30	8.93%	45	13.20%	976	9.41%

	FOR THE QUARTER January 2009 - March 2009		FOR THE QUARTER April 2009 - June 2009		TOTAL OVER 108 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
TYPE OF GAMBLING:						
Casino Slots	199	59.23%	176	51.61%	5,614	54.13%
Non-Casino Slots (LPM's)	8	2.38%	5	1.47%	95	0.92%
Casino Table Games	39	11.61%	55	16.13%	2,092	20.17%
Bookmakers (Horses, sports etc)	1	0.30%	6	1.76%	316	3.05%
Lottery	2	0.60%	0	0.00%	53	0.51%
Scratch cards	0	0.00%	1	0.29%	7	0.07%
Internet gambling	4	1.19%	15	4.40%	80	0.77%
Bingo	0	0.00%	2	0.59%	9	0.09%
Private gambling	2	0.60%	8	2.35%	126	1.21%
Tote	20	5.95%	4	1.17%	166	1.60%
Other	0	0.00%	3	0.88%	137	1.32%
More than one	58	17.26%	63	18.48%	1,354	13.06%
Unknown	3	0.89%	3	0.88%	322	3.10%
	336	100.00%	341	100.00%	10,371	100.00%
SOURCE OF COUNSELLING LINE NO						
Press Coverage & Media	104	30.95%	109	31.96%	4,199	40.49%
Via Collateral in gambling venues	155	46.13%	146	42.82%	4,373	42.17%
Via Staff in gambling venues	25	7.44%	14	4.11%	356	3.43%
Gamblers Anonymous	5	1.49%	6	1.76%	196	1.89%
NRGP Website	20	5.95%	28	8.21%	221	2.13%
Gambling Board	3	0.89%	16	4.69%	58	0.56%
Can't recall	3	0.89%	6	1.76%	730	7.04%
More than one	21	6.25%	16	4.69%	238	2.29%
	336	100.00%	341	100.00%	10,371	100.00%

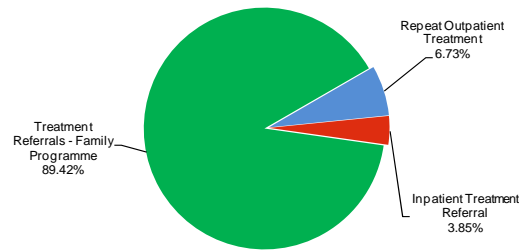
NATIONAL OUTPATIENT TREATMENT STATISTICS

	FOR THE QUARTER January 2009 – March 2009		FOR THE QUARTER April 2009 – June 2009		TOTAL OVER 108 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS	
No of spouses currently in treatment	29		29		29		From Sept 03
REFERRAL DATA: Patients referred for out-patient treatment	412		347		10,091		
Total first appointments made	335	81.31%	276	79.54%	7,575	75.07%	% OF PATIENTS DIRECTED FOR TREATMENT
Total first appointments met ie patient actually arrived	283	84.48%	228	82.61%	6,368	84.07%	% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
TREATMENT DATA: Patients currently in treatment	201		148		148		
Treatment dropouts	2	0.71%	2	0.88%	1,805	28.34%	% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
No of patients completing all 6 sessions	93	32.86%	102	44.74%	2,846	44.69%	% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
No of patients arriving for follow-up session (the 7th)	71	76.34%	47	46.08%	1,658	58.26%	% PATIENTS WHO COMPLETED THE PROGRAMME & ARRIVED FOR THE 7TH FOLLOW UP SESSION 3 MTHS AFTER COMPLETING TREATMENT
No of patients sent for Debt Management	14		11		41		% OF PATIENTS WHO WERE REFERRED FOR DEBT COUNSELLING
No of Group Sessions held	15		15		32		% OF GROUP SESSIONS HELD
INPATIENTS	0		6		80		From March 2003

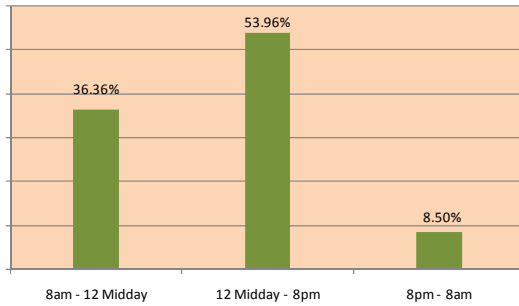
**PROBLEM GAMBLING CALLS
 for the quarter Apr 09 - Jun 09**



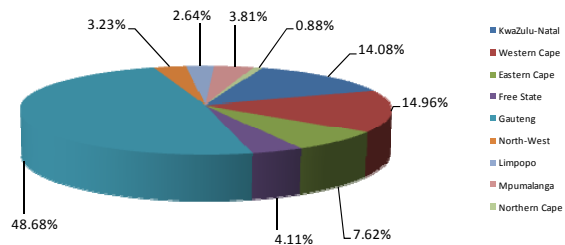
**OTHER PROBLEM GAMBLING REFERRALS
 for the quarter Apr 09 - Jun 09**



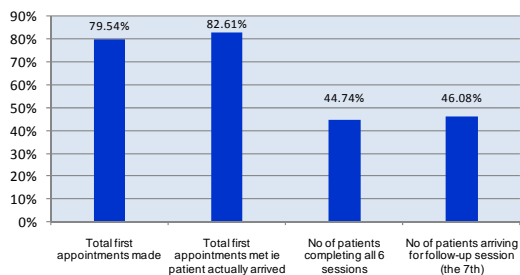
**TIME OF CALL
 for the quarter Apr 09 - June 09**



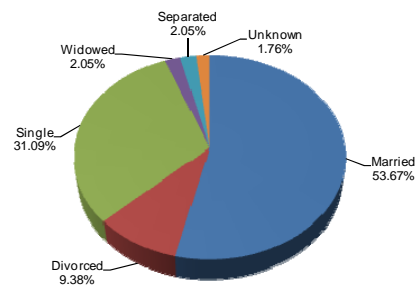
**AREA
 for the quarter Apr 09 - June 09**



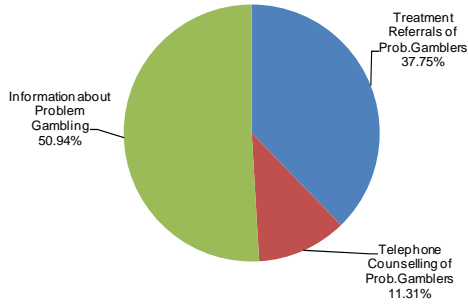
**NATIONAL OUTPATIENT TREATMENT STATISTICS
 for the quarter Apr 09 - June 09**



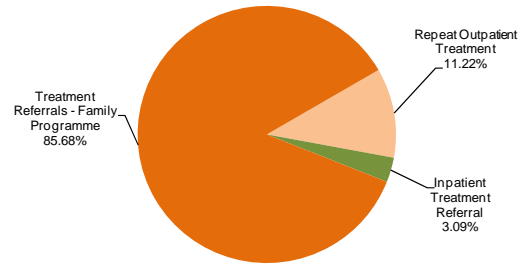
**MARITAL STATUS
 for the quarter Apr 09 - June 09**



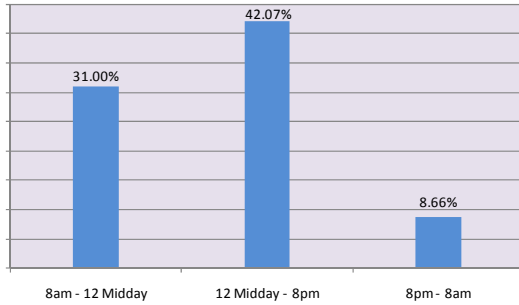
PROBLEM GAMBLING CALLS
 for the quarter Apr 09 - June 09



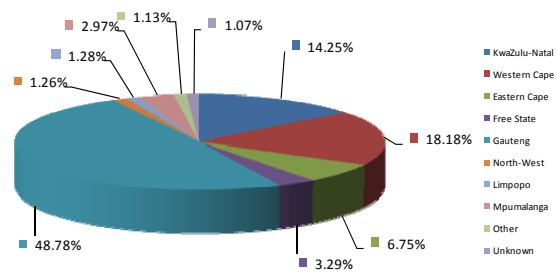
OTHER PROBLEM GAMBLING REFERRALS
 for the quarter Apr 09 - June 09



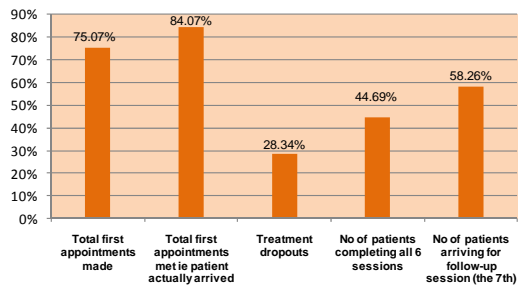
TIME OF CALL
 for the quarter Apr 09 - June 09



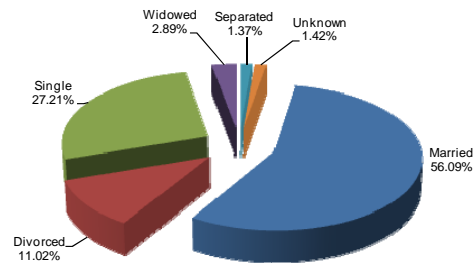
AREA
 for the quarter Apr 09 - Jun 09



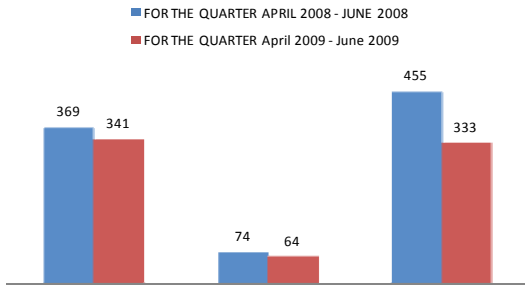
NATIONAL OUTPATIENT TREATMENT STATISTICS
 for the quarter Apr 09 - June 09



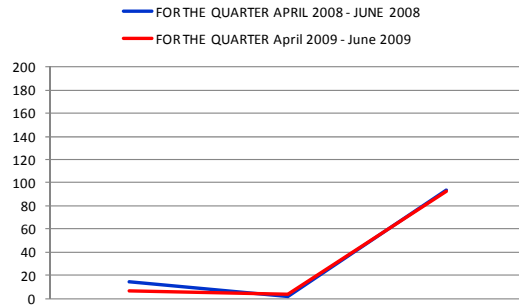
MARITAL STATUS
 for the quarter Apr 09 - June 09



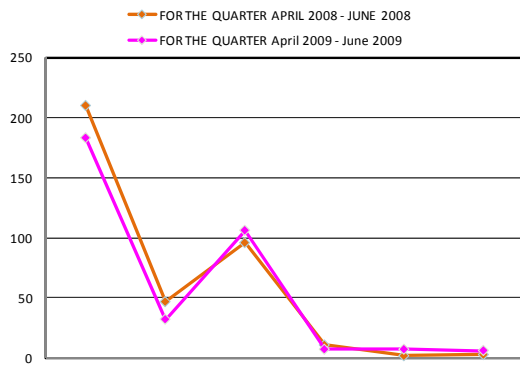
PROBLEM GAMBLING CALLS
 Comparison Apr 08 - June 08 to Apr 09 - June 09



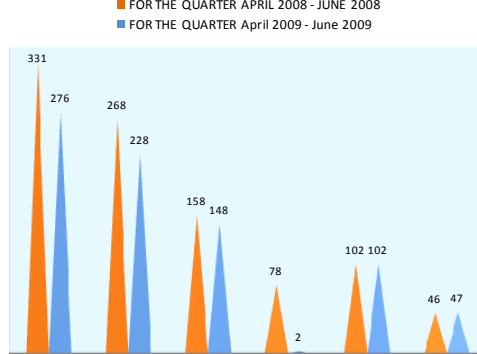
OTHER PROBLEM GAMBLING REFERRALS
 Comparison Apr 08 - June 08 to Apr 09 - June 09



MARITAL STATUS
 Comparison Apr 08 - June 08 to Apr 09 - June 09



NATIONAL OUTPATIENT TREATMENT STATISTICS
 Comparison Apr 08 - June 08 to Apr 09 - June 09



**SA PROBLEM GAMBLING FOUNDATION - INDUSTRY
BUDGET VS COSTS
FOR THE 4 MONTHS ENDED 30/06/2009**

	BUDGET MAR 09 - FEB 2010	ACTUAL COSTS MAR 09 - JUNE 2009	BUDGET BALANCE
PUBLIC AWARENESS			
Overheads and Operating Costs:			
Collateral	447,470	40,856	406,614
Travel	50,000	8,634	41,366
Incidentals eg telephones, stationery etc	20,000	3,545	16,455
Advertising etc	2,000,000	154,924	1,845,076
Human Resources Costs:			
Salaries and Consultants	1,177,800	294,450	883,350
SUB-TOTAL FOR PUBLIC AWARENESS	3,695,270	502,409	3,192,861
TRAINING			
Overheads and Operating Costs:			
Basic Training, Advanced & Video Training	367,530	65,425	302,105
Human Resources Costs:			
Salaries & Consultants	170,400	40,500	129,900
SUB-TOTAL FOR TRAINING	537,930	105,925	432,005
TOTAL PUBLIC AWARENESS AND TRAINING	4,233,200	608,334	3,624,866
RESEARCH			
Overheads and Operating Costs:			
Panel & Cognitive Study and Costs	658,100	-	658,100
Travel & subsistence	205,000	76,601	128,399
Human Resources Costs:			
Research Consultants	415,000	146,000	269,000
Salaries & Consultants	441,600	50,400	391,200
SUB-TOTAL RESEARCH	1,719,700	273,001	1,446,699
NATIONAL SCHOOLS			
Overheads and Operating Costs:			
Travel and subsistence	120,000	9,089	110,911
Workshops with teachers	400,000	8,904	391,096
Printing, website, reprographic costs etc	250,000	24,400	225,600
Incidentals eg photocopies, faxes, bank charges etc	120,000	960	119,040
Human Resources Costs:			
Salaries & Consultants	1,179,200	228,900	950,300
SUB-TOTAL FOR NATIONAL SCHOOLS	2,069,200	272,253	1,796,947
TOTAL ACADEMIC PROGRAMME	3,788,900	545,254	3,243,646

	BUDGET MAR 09 - FEB 2010	ACTUAL COSTS MAR 09 - FEB 2010	BUDGET BALANCE
TREATMENT NETWORK & COUNSELLING LINE			
Overheads and Operating Costs:			
Inpatient treatment	120,000	35,281	84,719
Debt Management	126,000	29,750	96,250
Counselling Line Costs	355,110	84,058	271,052
Collateral	50,000	-	50,000
Conferences/workshops, recruitment, upskilling and protocols	180,000	-	180,000
Travel	25,000	7,890	17,110
Human Resources Costs:			
Outpatient treatment	1,976,640	431,670	1,544,970
Family Programme	120,000	41,020	78,980
Group Sessions	45,000	10,650	34,350
Salaries	936,000	229,743	706,257
Counselling Line Manager	144,000	38,643	105,357
Management/Supervision/Liaison	459,000	114,750	344,250
TOTAL TREATMENT & COUNSELLING	4,536,750	1,023,455	3,513,295
CENTRAL MANAGEMENT			
Overheads and Operating Costs:			
Running costs eg rent, bank charges, audit fees etc	315,000	185,597	129,403
Human Resources Costs:			
Management Fees and salaries	806,400	268,958	537,442
SUB-TOTAL FOR CENTRAL MANAGEMENT	1,121,400	454,556	666,844
UNCOMMITTED FUNDS			
International travel, subsistence and conferences	500,000	222,497	277,503
Additional projects	400,000	24,701	375,299
Overtime & bonuses	200,000	-	200,000
Contingencies	779,597	6,750	772,847
Reserve/Bal b/f prior year budget	1,666,544	4,726	1,661,818
SUB-TOTAL UNCOMMITTED FUNDS	3,546,141	258,674	3,287,467
TOTAL CENTRAL MANAGEMENT	4,667,541	713,230	3,954,311
TOTALS	17,226,391	2,890,272	14,336,119
ANTICIPATED INCOME:			
Anticipated contributions (0.1% of GGR)	15,559,847		
Balance b/f 28.02.09	1,666,544		
TOTAL	17,226,391		

Breakdown of income less expenditure:

Contributions	6,386,799
Unspent portion of prior year budget	1,666,544
Less spent to date	<u>(2,890,272)</u>
Balance available for expenditure	<u>5,163,071</u>
Represented by:	
1/12th Prepaid Expenses	1,046,571
Accounts Receivable	1,888,288
Accounts payable	(174,657)
Deposits	22,038
Bank account	<u>2,380,831</u>
	<u><u>5,163,071</u></u>

QUARTERLY REPORT FOR WESTERN CAPE APRIL – JUNE 2009

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

Overview

These were the highlights during the period under review:

Work on the high schools, community outreach and AllPay initiatives in the Western Cape continued.

- 14 school visits, reaching 6 301 learners
- visits to 62 AllPay locations, interacting with up to 18 485 beneficiaries

Schools project

The actors paid visits to 14 schools, including a roadshow to the George district, reaching 6 301 learners.

This brings the tally for the financial year to date to 31 schools, reaching 12 994 learners.

AllPay

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

- 7 510 beneficiaries at 25 paypoints during April
- 9 630 people at 30 venues during May
- 1 345 people at 7 paypoints during June
- Sub-total for period under review: 18 485 beneficiaries at 62 paypoints

This brings the tally from August 2008 to end June 2009 to 255 pay point visits, reaching some 78 730 beneficiaries.

Specialist training

Authorisation is awaited from Western Cape Provincial Government to still implement this training even though the contract has expired.

QUARTERLY REPORT FOR GAUTENG APRIL – JUNE 2009

FUNDED BY THE GAUTENG GAMBLING BOARD

Overview

Special Events

The NRGP participated again as part of the GPG Department Economic Development stand at the renamed Jo'burg Easter Festival (formerly called the Rand Show), open daily from 9 am to 6 pm, from 3 to 13 April at the usual Nasrec premises.

Attendance at the show was not as well attended as in previous years. This could be attributed to a number of factors including:

- the as yet unfamiliar new name and identity for the show
- minimal publicity driving people to the show
- the increased entry fee
- a change in show format, including not having the open markets and theme park
- general economic factors

This resulted in a decline in the number of interactions at the stand. Our facilitators, however, did report some very successful days.

This decline, year on year, was reflected in the quantities of collateral distributed:

Collateral items	2009	2008
Comics	7 000	15 000
Leaflets	4 000	6 000
Playing Cards	2 500	4 000
Bookmarks	1 000	1 000

The NRGP stand won a prize even though we had minimum space for branding and the layout of the collateral also worked well this year.

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

These were the highlights during the period under review:

- visits to 74 Gauteng AllPay sites, interacting with up to 22 255 beneficiaries
- eleven school visits in Gauteng, reaching 7 918 learners
- participation in the Jo'burg Easter Show
- contribution to the Gauteng Gambling Board's annual report

Specialist training

As the contract has expired, this training will no longer take place.

Schools

During April, May and June the actors went on a roadshow in the Pretoria/Soshanguwe area and visited eleven schools, reaching 7 918 learners,

This brings the tally for the financial year to 30 080 learners at 39 schools.

Two of the NRGP's treatment professionals in Pretoria, Frani van Rooyen and counselling psychologist Sigi Graham, referred us to three high schools where learners had been demonstrating problem gambling behaviour by playing dice games for money during breaks, eliciting the concern of their teachers and parents. The actors managed to fit in visits to two of these schools before the end of term.

AllPay

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

- 7695 people at 25 paypoints during April
- 7 430 people at 24 paypoints during May
- 7 130 people at 24 paypoints during June
- Sub-total for the period under review: 22 255 beneficiaries at 73 paypoints

This brings the tally for the year to end June 2009 to 70 840 people at 242 paypoints.

As the AllPay project only resumed in September 2008, the organisers have arranged the work schedule to continue from July to end August, to ensure work continuity for the team of facilitators. Based on monthly averages it is anticipated that about 7 100 beneficiaries will be reached during July and August at 48 paypoints.

This will bring the final total for the year to the region of 85 010 beneficiaries and 290 paypoints.

Gauteng research project

This research document will be available on the website by the end of July 2009.