

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

JANUARY – MARCH 2009



NATIONAL

**Responsible  
Gambling**

PROGRAMME

SOUTH  
AFRICAN  
RESPONSIBLE  
GAMBLING  
FOUNDATION

**NCB**  
National  
Gambling Board  
a member of the dhl group

## EXECUTIVE SUMMARY

In the past quarter advertisements appeared in Campus Times, the Financial Mail, and on the J&B Met race cards, Optiscreen and course boards as well as in the Mail & Guardian.

The Schools' Programme's main objectives for the past quarter were to develop audio-visual material and construct a new NRGP schools' programme website; implement a pilot project in Gauteng schools; liaise with additional provincial departments to implement pilot studies and to monitor and process feedback from current pilot projects.

In the quarter under review, 283 industry staff and regulators received responsible gambling training.

In the Western Cape and Gauteng the team of facilitators interacted with 21,555 beneficiaries at 72 all-pay points in Gauteng and 21,690 beneficiaries at 73 all-pay points in the Western Cape. Our NRGP actors visited 16 schools in both the Western Cape and Gauteng, reaching 9,595 learners.

The research team began analysis on the 2008/09 National Prevalence Study. 3,000 randomly selected South Africans living in the four major metropolises were surveyed by staff of Ipsos-Markinor. The survey solicited information on general demographics, patterns of gambling, place of gambling in comparison with other leisure activities, extent of risk for problem or pathological gambling, behavioural impulsivity, and Axis-I emotional disorders. Lay and scientific reports, both the national sample and specific Gauteng sample, will be completed and delivered during 2009.

Problem gamblers referred for treatment was marginally down over the past quarter at an average of ~~₺~~12 for each month of the quarter. The average was reduced by the small number of referrals achieved in January which has historically been a month of low referrals. 775 problem gambling calls including referrals were addressed during the quarter.

Treatment referral data showed that 412 patients were referred for treatment during the quarter of whom 81% made the first appointment and 283 actually attended the first appointment. 32% completed all six sessions. We referred 14 patients for debt management over the past quarter and 15 after-care group sessions were arranged as a continuing care programme.

The first quarter of the financial year is typically dominated by preparations for, and work undertaken with, our annual audit and financial year end at the end of February.

## QUARTERLY REPORT FOR NRGP JANUARY – MARCH 2009

FUNDED BY THE GAMBLING INDUSTRY

### PUBLIC AWARENESS

#### Overview

These were the highlights during the period under review:

- continuation of copy compilation for NRGP News
- attendance at the Western Cape Responsible Gambling Forum's quarterly meeting on 19 March 2009
- January – March 2009 advertising placements
- Monthly distribution continues of the NRGP Digest to industry and stakeholders

#### **Advertising:**

A more detailed advertising schedule is in the process of being compiled for 2009, along with a more structured advertising campaign. The aim is to come up with a new series of corporate advertisements that will link up with seasonal themes.

#### **Print Advertorials:**

During the past quarter the following advertisements appeared:

Jan 2009 – Campus Times  
23/01/2009 – Financial Mail  
31/01/2009 – J&B Met Card  
31/01/2009 – J&B Optiscreen  
31/01/2009 – J&B Met Course Boards (x4)  
27/03/2009 – Mail & Guardian

#### **Print Media Articles:**

23/01/09 – *Financial Mail* – CASA Feature – **Responsible Gambling; Facing reality proactively** – Dr V. Maphai and Prof P. Collins.  
06/01/2009 – *People* – **Is Brain Box a gambler's paradise?** - Gambling Addiction through TV.  
06/01/2009 – *People* – **Dangerous Web** – Online Gambling makes it easier to get addicted.  
20/01/2009 – *Financial Mail* – **The Big Bluff** – Online Gambling is big, with celebrities endorsing it.  
01/02/2009 – *Servamus* – **Illegal gambling: an ancient game called Fahfee** – Street gambling is a crime, but is increasingly popular.  
01/02/2009 – *SL Magazine* – **Gambling Responsibly.**  
06/02/2009 – *Chiawelo Urban News* – **Thatha Ma Chance, but no winning** – Times are tough, but people are still playing the lottery.  
01/03/2009 – *Metro Beat* – **Taking a Gamble** – Is street gambling a blight on society, or an acceptable means of making money.  
01/03/2009 – *Momentum (Old Mutual Medical Aid Newsletter)* – **Gambling – can it be a disease.** Article based on information from the NRGP website.  
28/03/2009 – *Die Burger* – **Kenner maan e-dobbelry is gevaarlikste vorm van dobbel** – Prof P. Collins.

**Interviews:**

07/01/2009 – *Tonight Show (TV), One Gospel* – **Gambling Addiction** – telephonic interview with Dr R. Meyer.

15/01/2009 – *Radio RSG* – **Gambling Addiction** – Ane Carelsen for the NRGP.

**Presentations and Conferences:**

Presentation delivered by Prof P. Collins to The Faculty of Law, University of West Bohemia in Pilsen, Prague – January 2009.

Prof P. Collins represented Africa at a two day think tank meeting held in USA on Responsible Gambling: General Principles and Minimal Requirement.

**Website:**

The update of the website incorporating the latest statistics and information is an ongoing task.

## TRAINING

**283 people received Responsible Gambling training during the period of January to March 2009.**

**Overview**

Our training programme re-established its normal level of business after the holiday period when staff in the industry tend to be exceptionally busy. February saw a slight increase, while during March the bulk of the quarterly training took place. Most of the training occurred in Gauteng and surrounding areas. Training for staff in the horseracing and bookmakers industry has been planned for the next quarter. Regulator training will also continue at the Western Cape Gambling Board in the next quarter. The NRGP Training Division remains at the disposal of the gambling industry and government regulators to provide training at various levels, in order to fulfill our mandate of offering education on the risks of gambling and issues. We encourage both the industry and relevant government sectors to make use of these services.

**NRGP Basic course**

- **Casino training**

The first quarter of the year saw 266 delegates receiving training in the NRGP Basic Course: Gold Reef City – 71, Club Mykonos (Langebaan)-18, Montecasino-16, GrandWest-33, Century Casino (Newcastle)-43, Mmabatho Casino-37, Garden Route Casino (Mossel Bay) - 34, Tusk Rio-14

- **LPMs**

Playmeter Leisure Services in Selby received training for 8 of their staff members.

- **Regulators**

Regulator training of 9 delegates took place at the Western Cape Gambling Board on 4 March 2009. This generated much discussion relating to legislation and self-exclusion. Further training is planned for April for those who were not able to attend.

## RESEARCH

In the first 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

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

- Professor Rudy Vuchinich, University of Alabama at Birmingham
- Dr George Ainslie, Veteran's Medical Centre, Coatesville Pennsylvania
- Professor Glenn Harrison, University of Central Florida
- Professor Harold Kincaid, University of Alabama at Birmingham
- Professor Carla Sharp, Baylor College of Medicine (Texas)

***Noteworthy activities / events since the previous quarter were:***

Preliminary analysis shows that problem gambling numbers have remained stable since 2005, though overall gambling participation rates have declined at least partly because formerly regular lottery players have not resumed regular play since the lottery was temporarily suspended.

Analysis began on the 2008/09 National Prevalence Study. 3,000 randomly selected South Africans living in the four major metropolises were surveyed by staff of Ipsos-Markinor. The survey solicited information on general demographics, patterns of gambling, place of gambling in comparison with other leisure activities, extent of risk for problem or pathological gambling, behavioural impulsivity, and Axis-I emotional disorders. Lay and scientific reports, both the national sample and specific Gauteng sample, will be completed and delivered during 2009.

A research design workshop was held at the University of Central Florida in Orlando in January 2009 to develop an experiment to study the method of impulse control known as 'reward bundling', pioneered by Dr. Ainslie. Participants were Professor Harrison, Dr Ainslie, Professor Ross, and Mr Hofmeyr. The designed experiment will be conducted in the United States during August–September 2009, using funds provided by the University of Central Florida.

A study of gambling behaviour in an impoverished peri-urban community in KwaZulu-Natal went into the field in March 2009. Data is now being collected. The study is led by Professor Spurrett and Mr. Dellis.

Intense activity involving the entire team went into detailed implementation planning, with sub-contractors Ipsos-Markinor, of the upcoming longitudinal study of 300 South African gamblers selected from the 2008-09 National Prevalence Study. Following about one more month of such activity, the study will go into the field.

## SCHOOLS PROGRAMME

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

- Prof Nelleke Bak (curriculum developer)
- Prof Graham Barr (consultant)
- Ms Natalie Bossi (part-time trainer)
- Ms Loren Human (trainer and schools liaison officer – on maternity leave)
- Dr John Schoonbee (national coordinator)

### Main objectives for January – March 2009

The main tasks of the group were to:

1. Develop audio-visual material and construct new NRGP schools' programme website.
2. Implement pilot project in Gauteng schools.
3. Liaise with additional provincial departments to implement pilot study.
4. Monitor and process feedback from current pilot projects.

### Achievements of objectives

#### 1. Development of website and additional audio-visual material

Graham Barr, Jacques Rousseau and John Schoonbee developed additional web-based material for *Taking Risks Wisely – Grades 7-9*. This material has been posted on to a new, comprehensive website that complements the teaching manual and learning activities: the ultimate aim is to have supplementary material and enrichment tasks for each of the 15 lessons posted onto this NRGP school's programme website. See: <http://www.prophet.co.za/schoolsprogram/index.html>

#### 2. Implementation of pilot project in Gauteng schools

After a year of careful preparation and extensive discussion with all stake-holders, Gauteng agreed to identify schools for the *TRW Grades 7-9* pilot programme. On February 20 and 21, Nelleke Bak and Natalie Bossi conducted an information session for 52 principals, curriculum advisors, regional directors, teachers and education department administrators at the Birchwood Conference centre in Boksburg. The information session was followed by a training workshop for the 22 teachers and curriculum advisors who are directly involved in implementing the programme in 12 schools in the Gauteng East district. Plans are to start implementing the material from April 2009, with feedback survey sheets to be completed and returned to the NRGP for analysis by end of August 2009.

**Statistics to date:**

	Prior to Aug 2008	Aug – Dec 2008	Jan – Mar 2009	Overall
Face to face meetings with departmental officials	5 provinces	3 provinces	1 province	8 provinces
Pilot project implemented	KZN	Western C Northern C	Gauteng	4 provinces
Number of schools in which pilot project is being /has been taught	8	WC: 12 WC: 9	12	41 schools
Number of teachers, curriculum advisors and principals who have been instructed and trained	30	WC: 33 NC: 32	60	155
Feedback from pilot schools and officials		7 schools 12 teachers 2 reviewers 390 learners		7 schools 12 teachers 2 reviewers 390 learners

Gauteng requested an additional 1 day workshop that will focus specifically on working through particular lessons with the pilot teachers prior to their teaching it. The District Director motivated for this that it would ensure better coherence across the pilot schools. NRGP has agreed to fund the additional day, with Natalie Bossi facilitating proceedings.

**3. Liaison with additional provincial departments of education**

John Schoonbee has been in contact with the Education Departments of the Free State, Mpumalanga and Eastern Cape. He is working on setting up meetings with the relevant officials in order to discuss possible implementation of the pilot project in these provinces.

In March 2009, John Schoonbee met with the head of Life Orientation for KZN, Thami Mbanjwa to discuss plans for the next phase of the NRGP project, *Taking Risks Wisely for Grades 10-12*. Given the tremendous success of the *TRW* material for Grades 7-9 in the KZN pilot schools, the department is keen to support the next phase.

**4. Feedback from pilot projects**

In November 2008, KZN pilot schools returned the feedback surveys from 12 teachers, 2 curriculum reviewers and 390 Grade 7-9 learners. A detailed report is available, but in summary, there is overwhelming and enthusiastic support of the material by both teachers and learners. The feedback survey for teachers focused on 4 main categories: content of the resource, language use in the resource, pedagogy of learning tasks, and layout and design of resource file. Graham Barr captured the data in a spreadsheet and constructed bar graphs of results. Nelleke Bak analyzed the qualitative responses of teachers and learners, and constructed the overall report on the feedback findings.

In the feedback surveys, teachers could tick three options: poor, average and good/excellent. Within Each of the 4 main category assessed in the feedback survey had numerous sub-categories - e.g. level of difficulty, relevance to learners' needs, etc - but collectively for each of the 4 main categories:

- content was rated overall as “good/excellent” (86%) and “average” (14%);
- language as “good/excellent” (80%) and “average” (20%);
- pedagogy as “good/excellent” (70%) and “average” (30%);
- design and layout and user-friendliness of the manual as “good/excellent” (95%) and “average” (5%).
- (No-one ticked “poor” for any of the questions.)

This is a very good result.

In order to follow up on these responses and to invite elucidation from teachers, Nelleke Bak and Natalie Bossi conducted a one-day feedback session with the KZN pilot teachers on February 27, 2009 in Durban. The teachers expressed very strong approval of and enthusiasm for the material – no changes were called for (except for the additional inclusion of a copy of the act prohibiting under 18-year olds from gambling). The head of Life Orientation encouraged teachers to continue using the resource and has urged the NRRGP to get the next phase of the material ready for Grades 10-12.

Feedback surveys from Western Cape and Northern Cape are slow in being returned. John Schoonbee is following up with the specific contact persons to expedite matters.

## TREATMENT AND COUNSELLING

### Overview

The counselling line is happy to report that the first quarter of 2009 was smooth sailing with no particular highlights to report.

### Supervision

Weekly supervision of counselling line staff was resumed on 7 January 2009. During one meeting we were visited by a gambler in recovery and his wife. Dr Rodger Meyer attended several meetings and presented latest statistics and information around gambling addiction. Topics presented by counselling line staff included 'Similarities in addictions', 'Client resistance', 'Correct presentation of case studies' and 'Summary of telephone counselling skills'.

### Treatment Network

Problem gamblers referred for treatment was marginally down over the past quarter at an average of 112 for each month of the quarter. The average was reduced by the small number of referrals achieved in January which has historically been a month of low referrals. A total 775 problem gambling calls including referrals were addressed during the quarter.

The quarter saw a significant increase in the amount of family members referred for counselling assistance. There is no doubt that the telephone counselling service and treatment network provides a very useful service for family members of problem gamblers who very often feel completely helpless by gambling behaviour of the problem gambler in their midst. To this end, we recently circulated a draft copy of an intervention planning guideline to our treatment professionals in order to assist them in helping family members intervene with the problem gambler in their family.

The family members are often rendered helpless by the problem gambler as they are sidelined by the process without any recourse to intervention. Most of the requests for assistance via our e-counselling service emanate from family members in distress. This has become a popular form of access to our service and we answer approximately 10 email requests for assistance each week.

Repeat treatments also tripled in this past quarter. We see this as a sign of success in that previously treated clients who have relapsed and then seek further assistance from our service suggest that the initial assistance was of value if not entirely successful.

The profile of problem gamblers remains remarkably constant with 50% emanating from Gauteng. The bulk of our problem gambler referrals are married, English speaking males between the age of 20 and 40 who are employed. Over the past quarter 4 problem gamblers identified the internet as their primary problem which is less than the previous quarter. 11% of the callers had treatment previously for gambling related problems, 5.6% admitted to an alcohol or an associated drug related problem and 23% of the callers were desperate about their situation by the time they called the counselling line. 25% had applied for casino exclusion and just under 9% admitted to some form of criminal behaviour related to their problem gambling.

Treatment referral data showed that 412 patients were referred for treatment during the quarter of whom 81% made the first appointment and 283 actually attended the first appointment. 32% completed all 6 sessions. We referred 14 patients for debt management over the past quarter and 15 after care group sessions were arranged as a continuing care programme.

Many gamblers who find themselves severely financially compromised, largely through their problem gambling behaviour, are in need of professional debt management counselling. On average, we have referred 6 cases per month.

The NRGP referring counsellor is now more involved via feedback and assisting in locating the patient and the debt management counselling service has been more integrated into our therapeutic process.



**OTHER DATA**

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

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

FOR THE QUARTER OCTOBER 2008 - DECEMBER 2008		FOR THE QUARTER JANUARY 2009 - MARCH 2009		TOTAL OVER 105 MTH PERIOD	% of PROBLEM GAMBLING CALLS
122	35.36%	127	37.80%	3 215	31.00%
194	56.23%	183	54.46%	4 363	42.07%
120	34.78%	28	8.33%	898	8.66%

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

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

FOR THE QUARTER OCTOBER 2008 - DECEMBER 2008		FOR THE QUARTER JANUARY 2009 - MARCH 2009		TOTAL OVER 105 MTH PERIOD	% of PROBLEM GAMBLING CALLS
47	69.12%	68	71.58%	1 209	62.35%
8	11.76%	13	13.68%	191	9.85%
6	8.82%	7	7.37%	271	13.98%
7	10.29%	5	5.26%	110	5.67%
0	0.00%	2	2.11%	158	8.15%
<b>68</b>	<b>100.00%</b>	<b>95</b>	<b>100.00%</b>	<b>1 939</b>	<b>100.00%</b>

**FAMILY PROGRAMME REFERRALS -  
COUNSELLING PROGRAMME**

Counselling  
Intervention Planning  
Both (Counselling and Intervention)

FOR THE QUARTER OCTOBER 2008 - DECEMBER 2008		FOR THE QUARTER JANUARY 2009 - MARCH 2009		TOTAL OVER 105 MTH PERIOD	% of PROBLEM GAMBLING CALLS
28	41.18%	26	27.37%	932	48.07%
40	58.82%	57	60.00%	994	51.26%
0	0.00%	12	12.63%	13	0.67%
<b>68</b>	<b>100.00%</b>	<b>95</b>	<b>100.00%</b>	<b>1 939</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 OCTOBER 2008 - DECEMBER 2008		FOR THE QUARTER JANUARY 2009 - MARCH 2009		TOTAL OVER 105 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
63	18.26%	61	18.15%	1 478	14.25%
62	17.97%	54	16.07%	1 885	18.18%
26	7.54%	27	8.04%	700	6.75%
9	2.61%	10	2.98%	341	3.29%
165	47.83%	168	50.00%	5 059	48.78%
5	1.45%	4	1.19%	131	1.26%
4	1.16%	1	0.30%	133	1.28%
6	1.74%	9	2.68%	308	2.97%
3	0.87%	2	0.60%	81	0.78%
0	0.00%	0	0.00%	4	0.04%
0	0.00%	0	0.00%	5	0.05%
2	0.58%	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%
<b>345</b>	<b>100.00%</b>	<b>336</b>	<b>100.00%</b>	<b>10 371</b>	<b>100.00%</b>

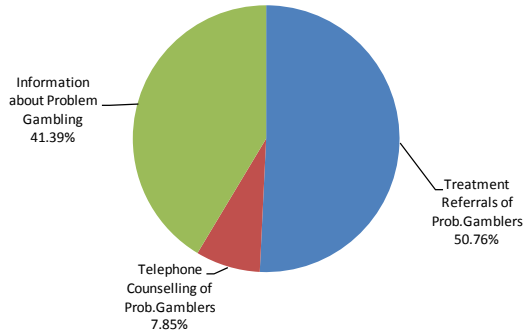
	FOR THE QUARTER OCTOBER 2008 - DECEMBER 2008		FOR THE QUARTER JANUARY 2009 - MARCH 2009		TOTAL OVER 105 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
<b>MARITAL STATUS:</b>						
Married	184	53.33%	177	52.68%	5 817	56.09%
Divorced	36	10.43%	34	10.12%	1 143	11.02%
Single	108	31.30%	101	30.06%	2 822	27.21%
Widowed	5	1.45%	15	4.46%	300	2.89%
Separated	9	2.61%	9	2.68%	142	1.37%
Unknown	3	0.87%	0	0.00%	147	1.42%
	<b>345</b>	<b>100.00%</b>	<b>336</b>	<b>100.00%</b>	<b>10 371</b>	<b>100.00%</b>
<b>SEX:</b>						
Male	219	63.48%	202	60.12%	6 109	58.90%
Female	126	36.52%	134	39.88%	4 185	40.35%
Unknown	0	0.00%	0	0.00%	77	0.74%
	<b>345</b>	<b>100.00%</b>	<b>336</b>	<b>100.00%</b>	<b>10 371</b>	<b>100.00%</b>
<b>AGE:</b>						
20	2	0.58%	1	0.30%	270	2.60%
20 - 40	183	53.04%	175	52.08%	5 062	48.81%
40 - 60	145	42.03%	137	40.77%	4 074	39.28%
60+	6	1.74%	19	5.65%	31	0.30%
Unknown	9	2.61%	4	1.19%	934	9.01%
	<b>345</b>	<b>100.00%</b>	<b>336</b>	<b>100.00%</b>	<b>10 371</b>	<b>100.00%</b>
<b>LANGUAGE PREFERENCE:</b>						
English	262	75.94%	232	69.05%	7 638	73.65%
Afrikaans	49	14.20%	62	18.45%	1 558	15.02%
Vernacular	31	8.99%	40	11.90%	984	9.49%
Unknown	3	0.87%	2	0.60%	191	1.84%
	<b>345</b>	<b>100.00%</b>	<b>336</b>	<b>100.00%</b>	<b>10 371</b>	<b>100.00%</b>
<b>EMPLOYMENT:</b>						
Employed	195	56.52%	210	62.50%	6 438	62.08%
Unemployed	45	13.04%	40	11.90%	1 422	13.71%
Optionally unemployed (eg housewife)	7	2.03%	12	3.57%	193	1.86%
Part-time / Temp	13	3.77%	6	1.79%	380	3.66%
Self-employed	75	21.74%	53	15.77%	1 284	12.38%
Retired	0	0.00%	1	0.30%	35	0.34%
Pensioner	7	2.03%	12	3.57%	264	2.55%
Dependant	1	0.29%	1	0.30%	95	0.92%
Unknown	2	0.58%	1	0.30%	260	2.51%
	<b>345</b>	<b>100.00%</b>	<b>336</b>	<b>100.00%</b>	<b>10 371</b>	<b>100.00%</b>
<b>RELATED PROBLEMS:</b>						
Previous Gambling Treatment	39	11.30%	39	11.61%	806	7.77%
Alcohol / Drug Problem	37	10.72%	19	5.65%	789	7.61%
Other Psychiatric Problems	32	9.28%	31	9.23%	1 041	10.04%
Suicidal Ideation	81	23.48%	78	23.21%	1 707	16.46%
Gamblers Anon Attendance	44	12.75%	23	6.85%	509	4.91%
Casino Exclusions	107	31.01%	87	25.89%	1 195	11.52%
Criminality	36	10.43%	30	8.93%	976	9.41%

	FOR THE QUARTER OCTOBER 2008 - DECEMBER 2008		FOR THE QUARTER JANUARY 2009 - MARCH 2009		TOTAL OVER 105 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
<b>TYPE OF GAMBLING:</b>						
Casino Slots	150	43.48%	199	59.23%	5 614	54.13%
Non-Casino Slots (LPM's)	11	3.19%	8	2.38%	95	0.92%
Casino Table Games	58	16.81%	39	11.61%	2 092	20.17%
Bookmakers (Horses, sports etc)	8	2.32%	1	0.30%	316	3.05%
Lottery	1	0.29%	2	0.60%	53	0.51%
Scratch cards	0	0.00%	0	0.00%	7	0.07%
Internet gambling	15	4.35%	4	1.19%	80	0.77%
Bingo	0	0.00%	0	0.00%	9	0.09%
Private gambling	3	0.87%	2	0.60%	126	1.21%
Tote	10	2.90%	20	5.95%	166	1.60%
Other	1	0.29%	0	0.00%	137	1.32%
More than one	83	24.06%	58	17.26%	1 354	13.06%
Unknown	5	1.45%	3	0.89%	322	3.10%
	<b>345</b>	<b>100.00%</b>	<b>336</b>	<b>100.00%</b>	<b>10 371</b>	<b>100.00%</b>
<b>SOURCE OF COUNSELLING LINE NO</b>						
<b>Press Coverage &amp; Media</b>	<b>98</b>	<b>28.41%</b>	<b>104</b>	<b>30.95%</b>	<b>4 199</b>	<b>40.49%</b>
Via Collateral in gambling venues	179	51.88%	155	46.13%	4 373	42.17%
Via Staff in gambling venues	11	3.19%	25	7.44%	356	3.43%
Gamblers Anonymous	13	3.77%	5	1.49%	196	1.89%
NRGP Website	15	4.35%	20	5.95%	221	2.13%
Gambling Board	5	1.45%	3	0.89%	58	0.56%
Can't recall	4	1.16%	3	0.89%	730	7.04%
More than one	20	5.80%	21	6.25%	238	2.29%
	<b>345</b>	<b>100.00%</b>	<b>336</b>	<b>100.00%</b>	<b>10 371</b>	<b>100.00%</b>

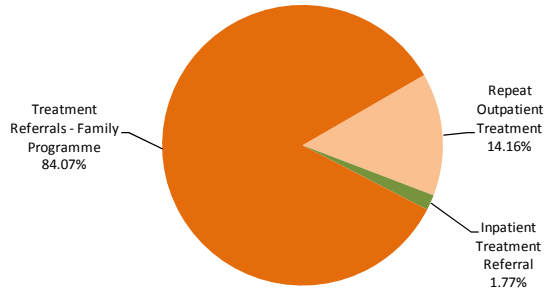
**NATIONAL OUTPATIENT TREATMENT STATISTICS**

	FOR THE QUARTER OCT 08 - DEC 08		FOR THE QUARTER JAN 09 - MAR 09		TOTAL OVER 105 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS	
No of spouses currently in treatment	18		29		29		From Sept 03
<b>REFERRAL DATA:</b> Patients referred for out-patient treatment	362		412		10 091		
Total first appointments made	303	83.70%	335	81.31%	7 575	75.07%	% OF PATIENTS DIRECTED FOR TREATMENT
Total first appointments met ie patient actually arrived	264	87.13%	283	84.48%	6 368	84.07%	% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
<b>TREATMENT DATA:</b> Patients currently in treatment	164		201		201		
Treatment dropouts	1	0.38%	2	0.71%	1 805	28.34%	% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
No of patients completing all 6 sessions	137	51.89%	93	32.86%	2 846	44.69%	% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
No of patients arriving for follow-up session (the 7th)	85	62.04%	71	76.34%	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	17		14		41		% OF PATIENTS WHO WERE REFERRED FOR DEBT COUNSELLING
No of Group Sessions held	10		15		32		% OF GROUP SESSIONS HELD

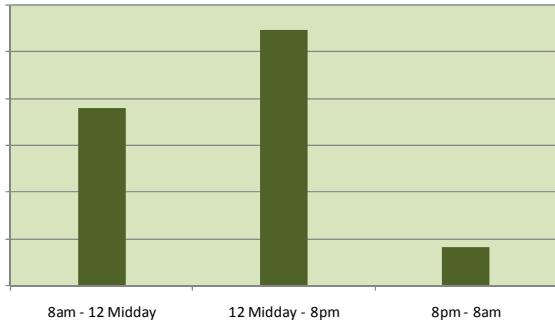
**PROBLEM GAMBLING CALLS**  
for the quarter Jan 09 - Mar 09



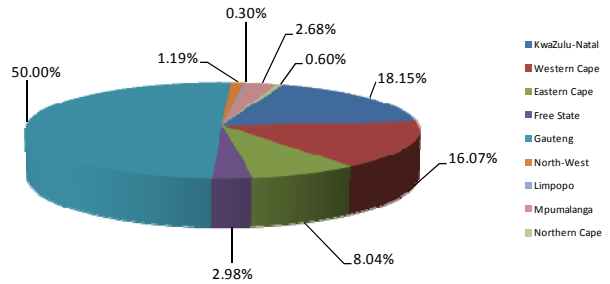
**OTHER PROBLEM GAMBLING REFERRALS**  
for the quarter Jan 09 - Mar 09



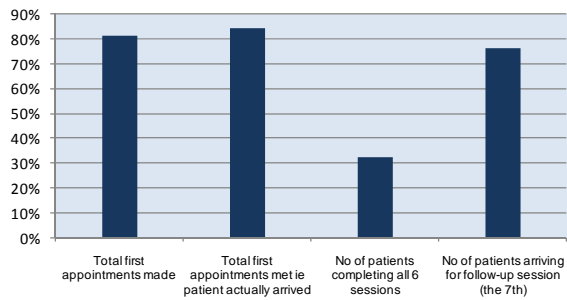
**TIME OF CALL**  
for the quarter Jan 09 - Mar 09



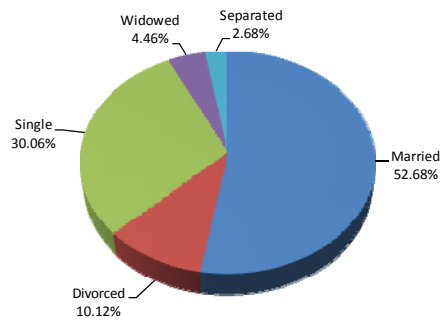
**AREA**  
for the quarter Jan 09 - Mar 09



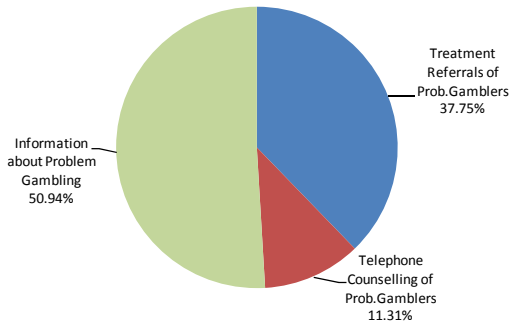
**NATIONAL OUTPATIENT TREATMENT STATISTICS**  
for the quarter Jan 09 - Mar 09



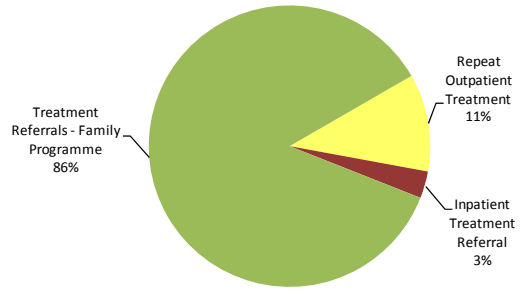
**MARITAL STATUS**  
for the quarter Jan 09 - Mar 09



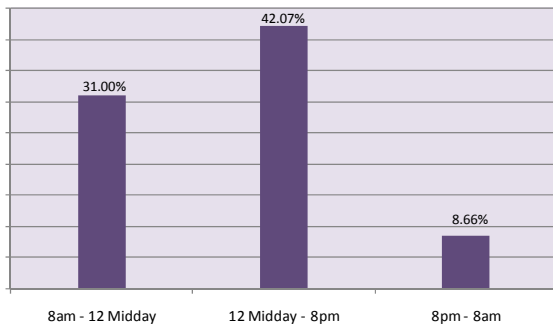
**PROBLEM GAMBLING CALLS**  
for the quarter Jan 09 - Mar 09



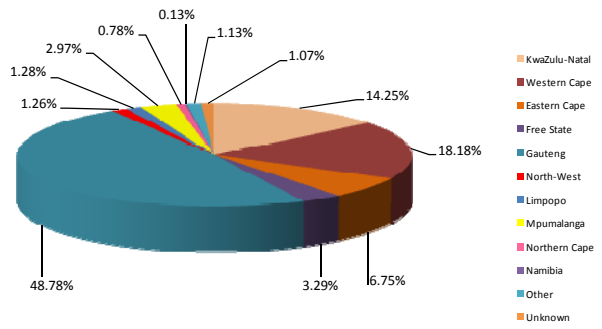
**OTHER PROBLEM GAMBLING REFERRALS**  
for the quarter Jan 09 - Mar 09



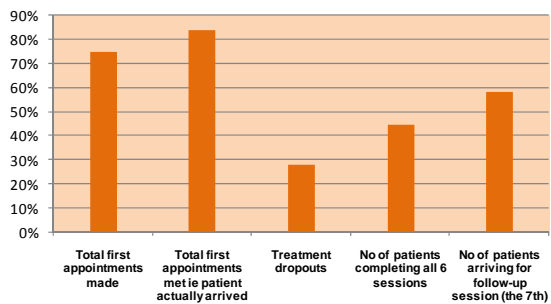
**TIME OF CALL**  
for the quarter Jan 09 - Mar 09



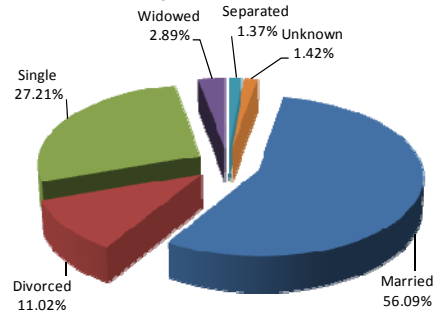
**AREA**  
for the quarter Jan 09 - Mar 09



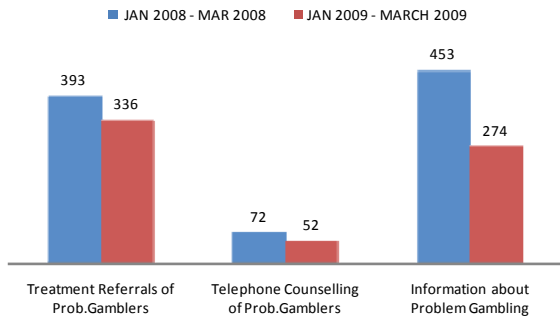
**NATIONAL OUTPATIENT TREATMENT STATISTICS**  
for the quarter Jan 09 - Mar 09



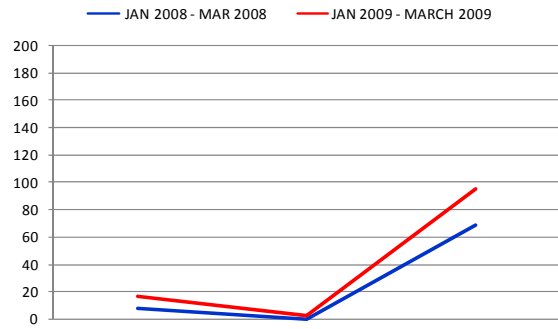
**MARITAL STATUS**  
for the quarter Jan 09 - Mar 09



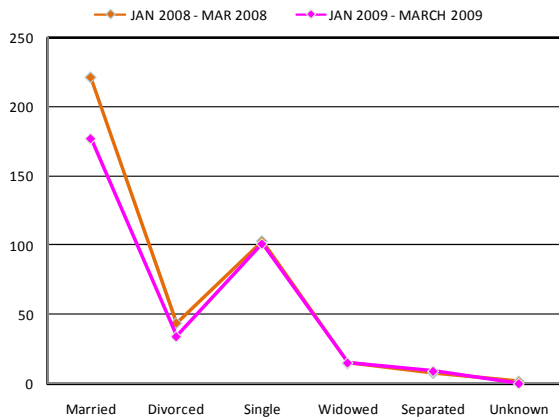
**PROBLEM GAMBLING CALLS**  
Comparison Jan 08 - Mar 08 to Jan 09 - Mar 09



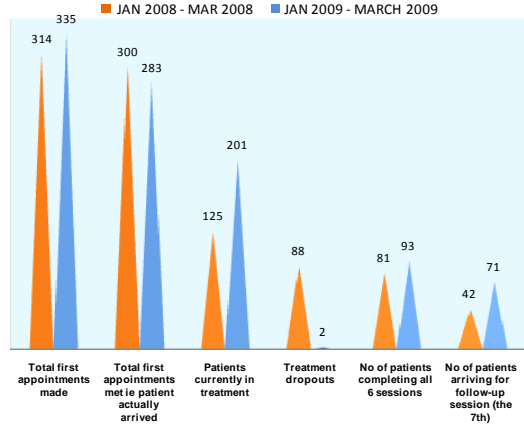
**OTHER PROBLEM GAMBLING REFERRALS**  
Comparison Jan 08 - Mar 08 to Jan 09 - Mar 09



**MARITAL STATUS**  
Comparison Jan 08 - Mar 08 to Jan 09 - Mar 09



**NATIONAL OUTPATIENT TREATMENT STATISTICS**  
Comparison Jan 08 - Mar 08 to Jan 09 - Mar 09



SA PROBLEM GAMBLING FOUNDATION - INDUSTRY  
BUDGET VS COSTS  
FOR THE 12 MONTHS ENDED 28/02/2009

	BUDGET MAR 08 - FEB 09	ACTUAL COSTS MAR 08 - FEB 09	BUDGET BALANCE
<b>RESEARCH</b>			
Fees for National & International Researchers	2 545 085	2 684 295	(139 210)
Management & Co-Ordination	153 000	153 000	-
<b>SUB-TOTAL RESEARCH</b>	<b>2 698 085</b>	<b>2 837 295</b>	<b>(139 210)</b>
<b>PREVENTION, PUBLIC AWARENESS &amp; PUBLIC EDUCATION</b>			
Collateral	700 000	700 198	(198)
Advertorials etc	2 100 000	2 091 097	8 903
Communications/Advocacy/Public Affairs	312 000	312 000	-
Management & Co-Ordination	168 000	168 000	-
Evaluations	200 000	69 175	130 825
<b>SUB-TOTAL PREVENTION, PUBLIC AWARENESS &amp; PUBLIC EDUCATION</b>	<b>3 480 000</b>	<b>3 340 470</b>	<b>139 530</b>
<b>TRAINING</b>			
Basic Training, Advanced & Video Training	362 500	376 987	(14 487)
Co-Ordination	162 000	175 500	(13 500)
<b>SUB-TOTAL FOR TRAINING</b>	<b>524 500</b>	<b>552 487</b>	<b>(27 987)</b>
<b>TREATMENT NETWORK &amp; HELPLINE</b>			
<b>Counselling Line:</b>			
Counselling Line Costs	1 350 000	1 162 931	187 069
<b>Treatment</b>			
Inpatient	150 000	80 860	69 140
Outpatient	2 000 000	1 926 200	73 800
Family Programme	160 000	118 240	41 760
Group Sessions	6 750	11 700	(4 950)
Debt Management	105 000	117 250	(12 250)
<b>Helpline and Treatment</b>			
Management	90 000	90 000	-
Professional development for TP's incl upgrading manuals & training conference	250 000	101 908	148 092
Delivery of professional therapy & supervision	225 000	225 000	-
Evaluations	200 000	101 601	98 399
<b>SUB-TOTAL FOR COUNSELLING &amp; TREATMENT</b>	<b>4 536 750</b>	<b>3 935 689</b>	<b>601 061</b>
<b>NATIONAL SCHOOLS</b>	<b>1 745 000</b>	<b>1 626 455</b>	<b>118 545</b>
<b>SUB-TOTAL FOR NATIONAL SCHOOLS</b>	<b>1 745 000</b>	<b>1 626 455</b>	<b>118 545</b>
<b>CENTRAL MANAGEMENT</b>			
Management fees	414 000	414 000	-
Salaries	316 000	249 177	66 823
Administration costs	168 000	68 588	99 412
Rent	150 000	62 383	87 617
Purchase of furn, equip & software	60 000	49 415	10 585
Sundries eg telephones, photocopying, stationery, entertainment etc	150 000	190 255	(40 255)
Secretarial assistance & support to Prof P Collins	135 000	109 183	25 817
International conferences	150 000	67 825	82 175
Travel	400 000	539 650	(139 650)
Other running costs eg bank charges, audit fees etc	264 000	95 892	168 108
Interest received		(192 652)	192 652
<b>SUB-TOTAL FOR CENTRAL MANAGEMENT</b>	<b>2 207 000</b>	<b>1 653 714</b>	<b>553 286</b>
<b>TOTAL BUDGET</b>	<b>15 191 335</b>	<b>13 946 109</b>	<b>1 245 226</b>
<b>Income breakdown:</b>			
0.1% of GGR	15 226 273		
Plus contributions from outside SA	57 739		
Less anticipated shortfall by Bookmakers	(625 805)		(533 128)
<b>TOTAL BUDGET AVAILABLE FOR EXPENDITURE</b>	<b>14 658 207</b>	<b>13 946 109</b>	<b>712 098</b>
Unspent portion of prior year budget	1 493 682	539 236	954 447
<b>TOTAL BUDGET including unspent portion prior year</b>	<b>16 151 889</b>	<b>14 485 345</b>	<b>1 666 544</b>
<b>Breakdown of income less expenditure:</b>			
Contributions		14 658 207	
Unspent portion of prior year budget		1 493 682	
Less spent to date		(14 485 345)	
<b>Balance available for expenditure</b>		<b>1 666 544</b>	
<b>Represented by:</b>			
Accounts Receivable		674 756	
Accounts payable		(269 338)	
Deposits		22 038	
Bank account		1 239 088	
		<b>1 666 544</b>	

## QUARTERLY REPORT FOR WESTERN CAPE JANUARY- MARCH 2009

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

### Overview

#### **Special Events:**

The NRGP was invited by Riaan Visagie, HR manager at GrandWest Casino and Entertainment World, to participate in the Wellness Lifestyle Expo 2009 on 12 February in Cape Town. It was a most professionally organised employee wellness day which ran like clockwork, and featured a wide range of exhibitors.

The occasion served as a useful interface with the casino staff and employees of concessionaires operating in the complex – and as an informal introduction of the new training manager, Mrs Natalie Bossi, who was due to start a training programme there the following week.

Most of the GrandWest staff who visited the NRGP stand were well aware of the service, and some had already attended a training programme before. It was heartening to see instant recognition of the counselling line number 0800 006 008!

Eugenia Budaza and Bukelwa Duma were the facilitators in attendance handing out collateral items (FAQ leaflets, myths & facts leaflets, cards, comic books), while the NRGP display formed the backdrop to the stand.

#### **Specialist Training:**

A meeting has been held with a local training organisation to discuss the implementation of the plan involving arranging eight half-day workshops for the specified target audiences - corporate and community opinion makers.

#### **Schools:**

January was spent renewing contact with the schools and making appointments for the new term. Another block of 32 sessions was completed.

During February and March the actors visited seven schools reaching 3,499 learners. This brings the tally for the financial year to date to 17 schools, reaching 6,693 learners. In addition, a presentation was held for new NRGP counselling line staff on March 18.

#### **All Pay:**

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

- 7,075 beneficiaries at 25 paypoints during January
- 7,195 people at 24 venues during February
- 7,420 people at 24 paypoints during March
- Sub-total for period under review: 21,690 beneficiaries at 73 paypoints

This brings the tally from August 2008 to end March 2009 to 193 pay point visits, reaching about 59,285 beneficiaries.

## QUARTERLY REPORT FOR GAUTENG JANUARY- MARCH 2009

FUNDED BY THE GAUTENG GAMBLING BOARD

### Overview

#### **Special Events**

The NRGP was invited by Busisiwe Nkabinde of the Companies and Intellectual Property Registration Office (CIPRO), a subsidiary of the DTI, to participate in a Men's Health Day on 13 March in Pretoria. The goal was to bring education and awareness around a range of health, social and psychological wellness issues, including gambling prevention and gambling addiction.

The NRGP has been invited to participate again as part of the GPG Department Economic Development stand at the new-name Johannesburg 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.

In addition three presentations will be performed during the course of the show for the public – on 4, 8 and 11 April 2009.

#### **Specialist Training**

A meeting has been held with a local training organisation to discuss the implementation of the plan involving arranging eight half-day workshops for the specified target audiences - corporate and community opinion makers.

#### **Schools**

January was spent renewing contact with the schools and making appointments for the new term. Despite the late start last year, six out of eight blocks have been completed (75% of the target), so this is well on target for completion during the remaining second term.

During January, February and March the actors visited nine schools reaching 6 096 learners.

This brings the tally for the financial year to date to 22 162 learners at 28 schools.

#### **All Pay**

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

- 7,220 people at 24 paypoints during January
- 7,035 people at 24 paypoints during February
- 7,300 people at 24 paypoints during March.
- Sub-total for the period under review: 21,555 beneficiaries at 72 paypoints

This brings the tally to 48,585 people at 170 paypoints to end March 2009.