

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

JULY 08 – SEPTEMBER 08



NATIONAL
**Responsible
Gambling**
PROGRAMME



1. EXECUTIVE SUMMARY

The third quarter of the year was packed with international visitors, including members of the research team, and a visit by Professor Robert Ladouceur, from Laval University in Quebec. Professor Ladouceur's time in South Africa was spent evaluating and reviewing the programme. Favourable feedback was received in his report, as well as points of further consideration.

Over the past quarter 1244 treatment sessions were provided, spread across 67 counsellors around the country. This translated to an average of 103 individual face to face counselling sessions per week.

The research team continues to participate in research activities supported by the NRGP. The NRGP research team led by Professor Ross has continued to attract new researchers, coming with their own funding, who add capacity to the base provided by the SARGT. In consequence, its scope of activities has grown. During the past quarter, the team launched data gathering for the National Prevalence study, which will yield the richest profile of gambling behaviour ever compiled in a developing-world country. The team also developed new instruments for use in next year's planned longitudinal study, which will follow, study and experiment with 150 problem gamblers and 150 non-problem gamblers over a 15-month period. Planning continued on studies of gambling among the peri-urban poor, and of the effectiveness of responsible gambling messages.

The counsellors have put forward a proposal to introduce an exchange programme between the NRGP and other counselling line organisations. This would entail two counsellors spending a two week period at another programme, and in return the NRGP would be happy to host their counsellors.

2. PREVENTION

Closely following on the renewal of the provincial contract in June by the Western Cape Government, in July the Gauteng Gambling Board and the Gauteng Provincial Government renewed the contract for continuation of various public awareness projects in the province.

The Annual Report is in its final production phase and is to be distributed within the next month to all stakeholders. The NRGP exhibition was displayed at Garden Route casino for one month and plans are underway to update and upgrade the exhibition early in the New Year. A Tsonga translation of the Myths and Facts leaflet has been produced and awaits printing and distribution. The distribution of collateral continues at All Pay points, schools, libraries, and community centres.

In the quarter under review, a total of 676 industry staff and regulators received responsible gambling training.

The NRGP was well represented at the Pretoria Show, and also participated in the Soweto Festival from 24-28 September, and was extremely well attended and fielded requests for posters and presentations for various community centres and schools. Around 4500 collateral items were distributed over these five days. Another successful Teacher's workshop was held in Upington early in September and positive feedback was received from teachers and principals alike.

Visits to 10 schools in Gauteng and seven schools in the Western Cape reached 8 195 and 2 235 learners respectively.

Training

NRGP Basic course

- **Casino training**

For the period under review the following delegates received training in the NRGF basic course: Emperors Palace – 165; Monte Casino – 45; Gold Reef City – 66; Silverstar Casino – 45; Windhoek Country Club Casino – 10; Graceland Casino – 34 and Tusk Rio Casino – 11.

- **LPM**

62 Vukani managers and staff received training in the Western Cape, Midrand, Gauteng, Mpumalanga, East London, KZN, and Limpopo.

- **Horse Racing**

Staff from Gold Circle Western Cape and Phumelela Mafikeng and Mabopane received training with 40, 11 and 23 delegates completing the training respectively.

- **Bookmakers**

A total of 94 delegates from Betting World Western Cape successfully completed their training.

- **Regulator training**

Loren Human facilitated the NRGF Regulators training workshop with 29 employees from the Mpumalanga Gambling Board on the 10 July 2008.

She also facilitated the full day advanced version of the NRGF regulators workshop with 15 staff members from the National Gambling Board on the 26 August 2008.

NRGP Advanced course

A total of 26 Managers and supervisors from SilverStar Casino successfully completed the NRGF full day advanced workshop in the quarter under review.

A total of 676 people have received Responsible Gambling training during the period July - Sept 2008. These include regulators, bookmakers, tote LPM staff as well as casino employees.

INDUSTRY REPORT

A Overview

Highlights during the period under review included:

- visit by representatives of the Eastern Cape Gambling and Racing Board
- the distribution of the NRGP Newsletter, the monthly NRGP Digest newsletters (July, August and September issues); the compilation of the 2008 annual report; translation of the Myths and Facts leaflet into Tsonga
- the renewal of the Gauteng provincial contract in June/July
 - 10 school visits in Gauteng, reaching 8 195 learners
 - visits to 25 AllPay sites, interacting with up to 6 360 beneficiaries
- the resumption of the Western Cape contract work in July
 - seven school visits, reaching 2 235 learners in the Western Cape
 - visits to 48 AllPay locations in the Western Cape, interacting with up to 15 825 beneficiaries
- participation in special events, such as the Pretoria Show and the Soweto Festival in Gauteng in August/September, the KZN Thoroughbred Expo at the end of July in Pietermaritzburg and a Women's Day promotion in the Western Cape during August
- distribution of collateral and other informational materials
- receiving inquiries about the possibility of extending the industrial theatre presentation to primary schools, specifically targeting Grades 6 and 7

B Visitors

On 15 August, representatives (Mr Monde Duma and the acting CEO Mr Mabuto) from the Eastern Cape Gambling & Racing Board met with Professor Peter Collins. The NRGP also participated in the KZN - Racing SA Thoroughbred Expo 2008 from 31 July to 2 August 2008, with two facilitators in attendance. An NRGP poster was also placed on a 'graffiti' wall during the event.

C NRGP Print Items

- NRGP News: copy compilation for the next issue is under way.
- NRGP Digest – the monthly issue for July, August and September were circulated to the usual stakeholders.
- 2008 Annual Report: production of the annual report is well advanced.
- a Tsonga translation of the Myths and Facts leaflet has been done and awaits printing

PROVINCIAL INDUSTRY REPORT

A GAUTENG

Contract renewal

Closely following on the renewal of the provincial contract in June by the Western Cape Government, in July the Gauteng Gambling Board and the Gauteng Provincial Government renewed the contract for continuation of various public awareness projects in the province:

- the high schools' project
- the community outreach project – involving beneficiaries at AllPay paypoints.
- an advertising/public education campaign
- continued ad hoc participation in special events such as exhibitions, public speaking engagements, video presentations
- specialist training
- a special project including qualitative and quantitative research into the impacts of new forms of gambling in Gauteng

Schools project

Service providers were given the go-ahead to start planning and setting targets for the third school term – effectively the only period available for school visits this year because of the end-of-year examinations.

- During the Orange Farm & surrounds roadshow five schools were visited, involving 5 109 learners. This covered schools in Evaton, Ennerdale, Residensia, Orange Farm and Lenasia.
- During the second roadshow, five schools were visited, involving 3 086 learners.

This brings the total for the new financial year to 64 presentations at 10 schools and 8 195 learners.

NO.	DATE	NAME OF SCHOOL	GRADE AND NO. LEARNERS					TOTAL LEARNERS
			8	9	10	11	12	
1	16-17/9/08	Thamsanqwa SS	245	259		157		661
2	6-7/10/08	Phineas Xulu HS			472	321		793
3	9/10/08	Boitumelo SSS		369	238			607
4	15-16/10/08	Princess SS		229	233	231		693
5	17/10/08	Tersia King Learning Academy	112	102	56	62		332
Sub-totalling			357	959	999	771	0	3086
6	1/9/08	Maxeke SS	273	251	322	329		1175
7	3/9/08	Fred Norman SS	335	221	370	301		1227
8	5/9/08	Jordan SS	175	120	232	265	196	988
9	9/9/08	Thamsanqwa SS			525	162		687
10	10/9/08	Azara SS	281	261	285	205		1032
Sub-totalling			1064	853	1734	1262	196	5109

Special Events

- **Pretoria Show**

The NRGP participated in the Pretoria Show for 10 days ending 7 September. Once again, the NRGP's presence at the show was a success. Although the numbers at the show seemed to be a bit down, the interest in the NRGP and its activities held firm.

As with last year, the show did not fall over any holidays, resulting in the busiest times being weekends and evenings. There was, however, an increase in the number of schools visiting the show and therefore great school activity on the stand during weekday afternoons.

Facilitators fielded the usual questions about how people in need can get help and what the NRGP does.

There was a marked increase in requests by schools and organisations for posters and collateral to leave at their school/community centre/church.

This is an approximate indication of the quantities of collateral distributed: 3 800 comics, 2 800 leaflets, 2 700 playing cards and 50 posters

Several primary school teachers asked for the NRGP to consider offering presentations to their grade 6 and 7 classes. This currently falls outside the high school target audience dictated by the contract. This is possibly something worth exploring further in future.

- **Soweto Festival**

The NRGP participated in the Soweto Festival from 24 to 28 September. It went extremely well, with excellent attendance during the first few days, starting with Heritage Day celebrations, and particularly over the weekend. It is definitely our recommendation that the NRGP continues participating in the Soweto Festival in future.

The festival consisted of two halls and an open stage. The NRGP were positioned in what they called the youth hall, featuring youth-related products and services. While the hall was busy and there was definitely a great 'vibe', we feel we would have been even busier if positioned in a more central area, either in the main hall or outdoors. Nonetheless, we received a great response from participants and definitely made our presence felt.

There were the usual questions about the NRGP and its activities and there were a few cases of mistaken identity (people wanting to learn how to gamble better!). We also had requests from high and primary schools for presentations (especially Grades 6 and 7) – and requests for posters to place in community centres.

This is an approximate indication of the quantities of collateral distributed during the event: 2 000 comics, 1 500 playing cards, 1 000 FAQ leaflets and 25 posters.

- **Community Outreach: AllPay**

During September the team of facilitators visited 25 Gauteng venues interacting with up to 6 360 people.

- **Specialist Training**

Specialist training in Gauteng has been off to a slow start. The training modules are in preparation but we are finding difficulty in locating suitable target audiences interested in the training. Thus far, we have had the most response from treatment facilities and will proceed in that direction in the interim. A co-ordinator has been appointed in Gauteng to drive the process.

B WESTERN CAPE

Schools

During the period under review 2 235 learners at seven schools were visited, involving 20 presentations to date.

NO.	DATES	NAME OF SCHOOL	GRADE AND NO. LEARNERS					TOTAL LEARNERS
			8	9	10	11	12	
1	18/8/08	Zola Business School			248	253	262	763
2	19/8/08	Bernadino Heights SS				297		297
3	8/9/08	Queen's Park HS			127			127
4	9/9/08	Cravenby SS		142				142
5	10/9/08	Bulumko SS			367			367
6	12/9/08	Zonnebloem Nest SSS			71			71
7	7/10/08	Manzomthombo HS	206	262				468
			206	404	813	550	262	2235

AllPay

- during August facilitators paid visits to 24 WC paypoints, reaching 7 920 people.
- during September 24 WC venues were visited, reaching 7905 people.

The total for the year to date is thus 48 paypoints, involving 15 825 people.

Special Events

- the NRGP participated in a Women's Day celebration presented by The Amenity (Church without Walls) in Ocean View on 9 August which was attended by about 65 people.

Specialist Training

We have had difficulty in identifying suitable target audiences, even though the service is made available at no cost. The Department of Social Development has embarked on a series of specialist training workshops focused on addictive disorders. It has been suggested, in the light of the difficulty encountered in finding target groups, to add the specialist gambling training teaching seminar on to this existing training programme. This suggestion will require approval of the Department, whose permission will be sought.

3. RESEARCH

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

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

Noteworthy activities / events since the previous quarter were:

- The entire research team met for a 1-week project design workshop in Cape Town in mid-July. Detailed planning of the 2009 Longitudinal (Panel) Study, to follow a sub-sample of subjects drawn from the 2008 national Prevalence Study, was completed. Planning of the Poverty Study, to complement the Panel Study, was delegated to the researchers from UKZN. The first phase of planning of the Cognition Study, which will be completed at a follow-on workshop in Houston, Texas in December, was carried out.
- A pilot run for the 2008 national Prevalence Study was conducted in August. On the basis of this, the questionnaire and translations for the Study were refined. Professor Ross and Mr. Dellis led this effort, with staff of Ipsos-Markinor (sub-contracted to conduct the fieldwork for the Study).
- Several team members, led by Professor Sharp and Mr. Dellis, prepared a presentation for the Annual Conference of the National Center for Research on Gambling in Las Vegas, November 2008. The presentation focuses on recent work conducted by the team to validate screens for identification of disordered gambling in SA. As stressed in the presentation, these are the first such results for a developing country.
- Several team members led by Dr. Ainslie began preparation of a study aimed at identifying effective public health measures for assisting people in developing personal rules to regulate impulsive behaviour, including reckless gambling.

- A pilot study of an experiment aimed at studying the method of impulse control known as 'reward bundling', developed by Dr. Ainslie, was conducted with a subject sample of UCT students by Mr, Hofmeyr and Mr. Charlton. On the basis of these results, Professor Ross, Dr. Ainslie and Mr. Hofmeyr will now refine the design for application as part of the 2009 Panel Study. This project has been made possible by cash funding and expert consultation generously donated by the University of Central Florida.

4. TREATMENT

Over the past quarter, we have reviewed our treatment statistics in an attempt to evaluate the efficacy of our treatment programme. One way to achieve this is to look at treatment retention rates i.e. the amount of people that remain in the treatment programme relative to the amount of people that commence treatment. To a degree, this will reflect the extent to which the programme is meeting the therapeutic requirements of the participants.

Over the past quarter we provided 1244 treatment sessions spread over 67 counsellors (treatment professional) around the country. This means that the NRGP provides an average of a 103 individual face to face counselling sessions per week.

An analysis of the sessions reveals that 82.4% (309) attended the 1st session of the 6 session treatment programme. Over this period, we provided 136 of the 6th and final session, which represents those people who completed the programme and amounts to 44.01% of those who commenced the programme.

While it is acceptable, there are a number of possible explanations. A small proportion of our treatment team network is relatively new and inexperienced treatment professionals, who are still not confident about delivering the treatment programme. Secondly, it represents the natural attrition rate related to the unresolved ambivalence seen in the treatment of all addictive disorders. However, for a national, free treatment service, accessed by a telephone line serving a very diverse audience, a 44% treatment completion rate is acceptable.

We also provide a 7th follow up session up to 3 months after the completion of the treatment programme. Over the past quarter, we provided 76 7th sessions. This figure accurately reflects those people who have consolidated the recovery process and are motivated enough to pursue the 7th session. It represents 55% of those who completed all 6 sessions and could be construed as the figure representing those who truly succeed in their attempt to address their problem gambling behavior problems. It represents 20% of those who entered the programme at the beginning of the quarter (although not necessarily representative of the same 309 patients that entered the system over the quarter).

In addition we also provide an extra 3 counselling sessions by written request for those problem gamblers whom, it is felt, need more treatment in addition to the core treatment programme. 91 of these sessions were provided over the past quarter.

Our therapeutic groups continuing care programme remains poorly supported with a total of 5 group sessions over the past quarter. We have addressed this matter with the treatment professionals and have requested feedback as to why they remain unenthusiastic to pursue this service. We have decided to relax the entrance criteria for group therapy participation which previously required that the participant had to complete all 6 sessions but now participation in NRGP programme itself is sufficient to warrant entrance to the continuing group follow up programme.

The past quarter has seen 25 referrals to the money sense debt management programme. The demand for this service has remained fairly constant.

STAFF MATTERS

Supervision

Individual supervision took place during July while normal group supervision on a weekly basis continues. Topics discussed included: Legislation and banning of gamblers from casinos, the status of gambling in the DSM5, Internet gambling and reflective practice Exchange Programme.

In order for counsellors to maintain a professional service comparable with gambling lines across the globe, the counsellors (the brainchild of Bekezela Ngwenya) have put forward a proposal for an exchange programme with counsellors of other lines. This would mean that one/two of our counsellors would visit a counselling line in another country for about two weeks. In return we would be happy to receive counsellors from gambling lines that would like to visit SA.

TECHNOLOGY

Client referral software

Dr Schoonbee has installed the client management software and it is currently being tested by the counsellors. The programme is extremely user friendly and fulfills all requirements.

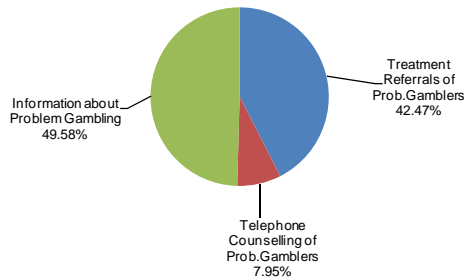
VISITS AND WORKSHOPS

On 23 July 2008 Professor Robert Ladouceur attended supervision at the counselling line office. This was an informal visit so that Prof Ladouceur could make an assessment around the service rendered by the counselling line while the counsellors had the opportunity to have personal conversations around the treatment of gamblers. On 24 July all the counselling line staff attended a formal workshop by Prof Ladouceur re treatment of the pathological gambler.

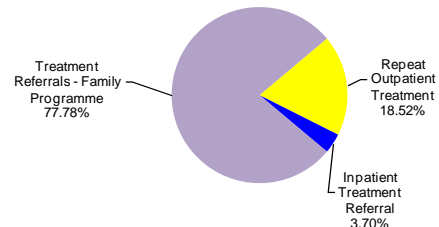
SA PROBLEM GAMBLING FOUNDATION - INDUSTRY
BUDGET VS COSTS
FOR THE 7 MONTHS ENDED 30/09/2008

	BUDGET MAR 08 - FEB 09	ACTUAL COSTS MAR 08 - FEB 09	BUDGET BALANCE
RESEARCH			
Fees for National & International Researchers	2,545,085	(13,569)	2,558,654
Management & Co-Ordination	153,000	89,250	63,750
SUB-TOTAL RESEARCH	2,698,085	75,681	2,622,404
PREVENTION, PUBLIC AWARENESS & PUBLIC EDUCATION			
Collateral	700,000	359,910	340,090
Advertorials etc	2,100,000	1,348,309	751,691
Communications/Advocacy/Public Affairs	312,000	182,000	130,000
Management & Co-Ordination	168,000	98,000	70,000
Evaluations	200,000	35,034	164,966
SUB-TOTAL PREVENTION, PUBLIC AWARENESS & PUBLIC EDUCATION	3,480,000	2,023,253	1,456,747
TRAINING			
Basic Training, Advanced & Video Training	362,500	287,024	75,476
Co-Ordination	162,000	94,500	67,500
SUB-TOTAL FOR TRAINING	524,500	381,524	142,976
TREATMENT NETWORK & HELPLINE			
Counselling Line:			
Counselling Line Costs	1,350,000	650,935	699,065
Treatment			
Inpatient	150,000	55,588	94,412
Outpatient	2,000,000	1,150,200	849,800
Family Programme	160,000	64,640	95,360
Group Sessions	6,750	3,150	3,600
Debt Management	105,000	73,500	31,500
Helpline and Treatment			
Management	90,000	52,500	37,500
Professional development for TP's incl upgrading manuals & training conference	250,000	101,200	148,800
Delivery of professional therapy & supervision	225,000	131,250	93,750
Evaluations	200,000	67,789	132,211
SUB-TOTAL FOR COUNSELLING & TREATMENT	4,536,750	2,350,751	2,185,999
NATIONAL SCHOOLS	1,745,000	991,929	753,071
SUB-TOTAL FOR NATIONAL SCHOOLS	1,745,000	991,929	753,071
CENTRAL MANAGEMENT			
Management fees	414,000	241,500	172,500
Salaries	316,000	84,000	232,000
Administration costs	168,000	98,000	70,000
Rent	150,000	61,650	88,350
Purchase of furn, equip & software	60,000	45,915	14,085
Sundries eg telephones, photocopying, stationery, entertainment etc	150,000	100,353	49,647
Secretarial assistance & support to Prof P Collins	135,000	76,547	58,453
International conferences	150,000	-	150,000
Travel	400,000	297,819	102,182
Other running costs eg bank charges, audit fees etc	264,000	83,114	180,886
Interest received		(100,822)	100,822
SUB-TOTAL FOR CENTRAL MANAGEMENT	2,207,000	988,076	1,218,924
TOTAL BUDGET	15,191,335	6,811,213	8,380,122
Income breakdown:			
0.1% of GGR	15,226,273		
Plus contributions from outside SA	57,739		
Less anticipated shortfall by Bookmakers	(92,677)		
TOTAL BUDGET AVAILABLE FOR EXPENDITURE	15,191,335	6,811,213	8,380,122
Unspent portion of prior year budget	1,493,682	193,491	1,300,191
TOTAL BUDGET including unspent portion prior year	16,685,017	7,004,704	9,680,313
Breakdown of income less expenditure:			
Contributions		9,647,255	
Unspent portion of prior year budget		1,493,682	
Less spent to date		(7,004,704)	
Balance available for expenditure		4,136,234	
Represented by:			
Accounts Receivable		2,494,748	
Accounts payable		(547,395)	
Deposits		22,038	
Bank account		2,166,843	
		4,136,234	

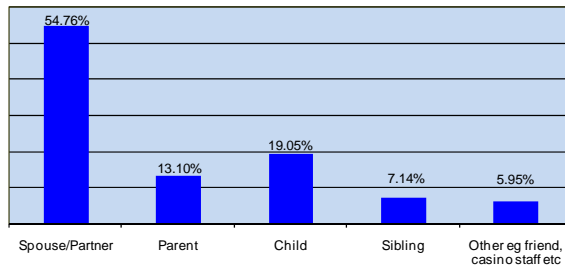
PROBLEM GAMBLING CALLS
 for the quarter July 2008 - Sept 2008



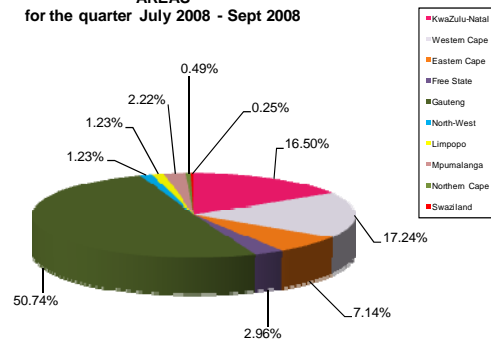
OTHER PROBLEM GAMBLING REFERRALS
 for the quarter July 2008 - Sept 2008



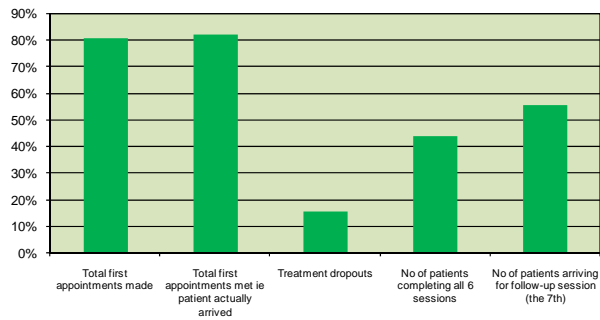
TIME OF CALL
 for the quarter July 2008 - Sept 2008



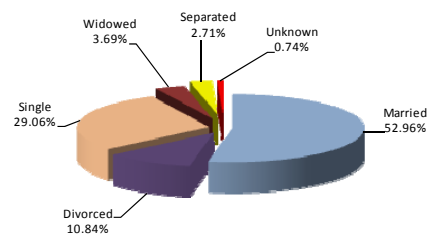
AREAS
 for the quarter July 2008 - Sept 2008



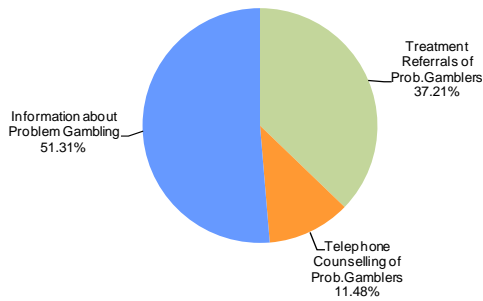
NATIONAL OUTPATIENT TREATMENT STATISTICS
 for the quarter July 2008 - Sept 2008



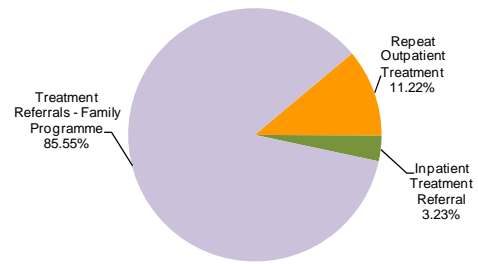
MARITAL STATUS
 for the quarter July 2008 - Sept 2008



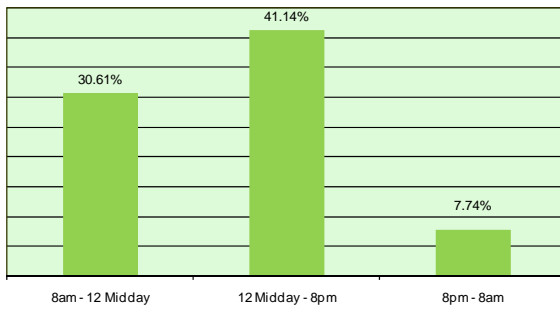
PROBLEM GAMBLING CALLS
 since inception to Sept 2008



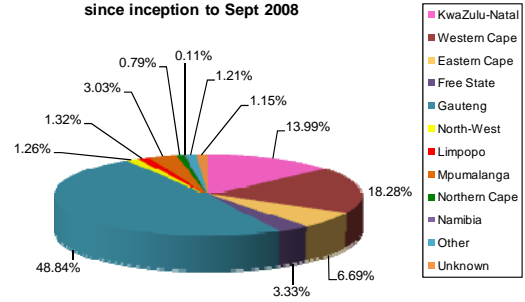
OTHER PROBLEM GAMBLING REFERRALS
 since inception to Sept 2008



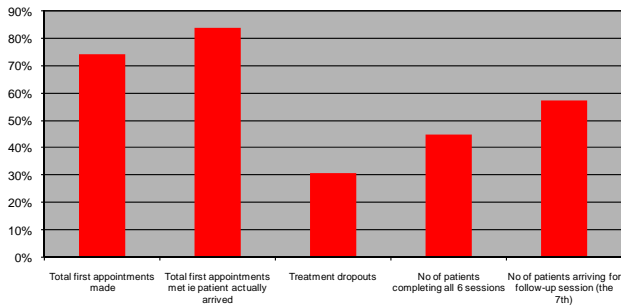
TIME OF CALL
 since inception to Sept 2008



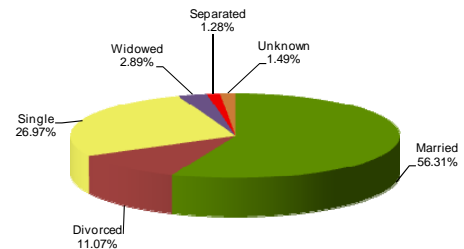
AREAS
 since inception to Sept 2008



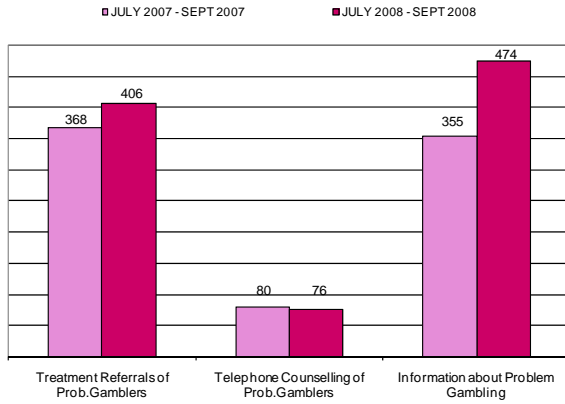
NATIONAL OUTPATIENT TREATMENT STATISTICS
 since inception to Sept 2008



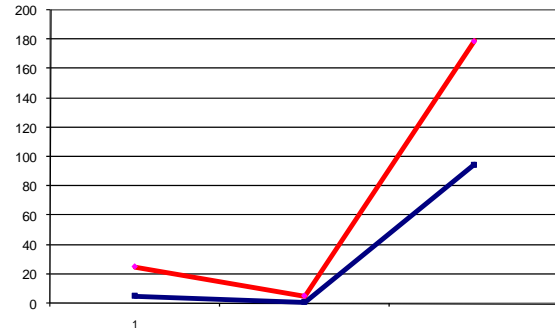
MARITAL STATUS
 since inception to Sept 2008



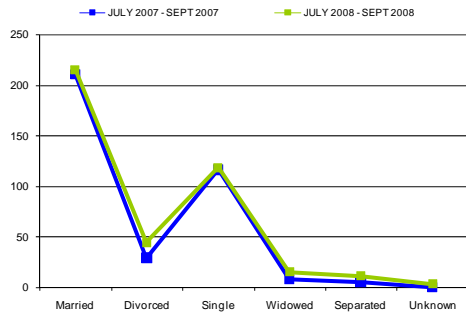
PROBLEM GAMBLING CALLS
 Comparison July- Sept 07 to July 08- Sept 08



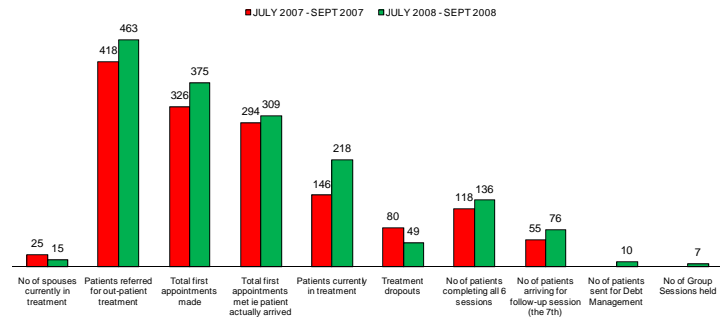
OTHER PROBLEM GAMBLING REFERRALS
 Comparison July - Sept 07 to July 08- Sept 08



MARITAL STATUS
 Comparison July- Sept 07 to July 08- Sept 08



NATIONAL OUTPATIENT TREATMENT
 Comparison July- Sept 07 to July 08- Sept 08



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 APRIL 2008 - JUNE 2008		FOR THE QUARTER JULY 2008 - SEPT 2008		TOTAL OVER 100 MTH PERIOD	% of PROBLEM GAMBLING CALLS
369	41.09%	406	42.47%	9,690	37.21%
74	8.24%	76	7.95%	2,990	11.48%
455	50.67%	474	49.58%	13,363	51.31%
898	100.00%	956	100.00%	26,043	100.00%

OTHER PROB GAMBLING REFERRALS :

Repeat Outpatient Treatment
 Inpatient Treatment Referral
 Treatment Referrals - Family Programme

				TOTAL OVER 100 MTH PERIOD	% of OTHER PROBLEM GAMBLING CALLS
14	12.73%	20	18.52%	233	11.22%
2	1.82%	4	3.70%	67	3.23%
94	85.45%	84	77.78%	1,776	85.55%
110	100.00%	108	100.00%	2,076	100.00%

TOTAL NO OF PROB GAMBLING CALLS

OTHER CALLS:

General Enquiries
 Hoaxes
 Silent
 Wrong No's
 Problem Gambler info

				TOTAL OVER 100 MTH PERIOD	% of TOTAL CALLS
1008	18.46%	1064	18.71%	28,119	10.58%
2617	47.93%	2938	51.66%	68,933	25.93%
619	11.34%	684	12.03%	72,901	27.43%
703	12.88%	588	10.34%	60,167	22.64%
513	9.40%	413	7.26%	35,634	13.41%
0	0.00%	0	0.00%	44	0.02%
4452	81.54%	4623	81.29%	237,679	89.42%

TOTAL NO OF CALLS TO COUNSELLING
 LINE

5460 5687 265,798

OTHER DATA

TIME OF CALL(PROBLEM GAMBLER):

8am - 12 Midday

12 Midday - 8pm

8pm - 8am

FOR THE QUARTER APRIL 2008 - JUNE 2008		FOR THE QUARTER JULY 2008 - SEPT 2008		TOTAL OVER 100 MTH PERIOD	% of PROBLEM GAMBLING CALLS
135	36.59%	148	36.45%	2,966	30.61%
185	50.14%	225	55.42%	3,986	41.14%
32	8.67%	34	8.37%	750	7.74%

FAMILY PROGRAMME REFERRALS -
RELATIONSHIP TO THE GAMBLER

Spouse/Partner

Parent

Child

Sibling

Other eg friend, casino staff etc

FOR THE QUARTER APRIL 2008 - JUNE 2008		FOR THE QUARTER JULY 2008 - SEPT 2008		TOTAL OVER 100 MTH PERIOD	% of PROBLEM GAMBLING CALLS
62	65.96%	46	54.76%	1,094	61.60%
9	9.57%	11	13.10%	170	9.57%
14	14.89%	16	19.05%	258	14.53%
7	7.45%	6	7.14%	98	5.52%
2	2.13%	5	5.95%	156	8.78%
94	100.00%	84	100.00%	1776	100.00%
FAMILY PROGRAMME REFERRALS - COUNSELLING PROGRAMME					
37	39.36%	28	33.33%	878	49.44%
57	60.64%	55	65.48%	897	50.51%
0	0.00%	1	1.19%	1	0.06%
94	100.00%	84	100.00%	1776	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 APRIL 2008 - JUNE 2008		FOR THE QUARTER JULY 2008 - SEPT 2008		TOTAL OVER 100 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
76	20.60%	67	16.50%	1,354	13.97%
69	18.70%	70	17.24%	1,769	18.26%
20	5.42%	29	7.14%	647	6.68%
12	3.25%	12	2.96%	322	3.32%
167	45.26%	206	50.74%	4,726	48.77%
3	0.81%	5	1.23%	122	1.26%
1	0.27%	5	1.23%	128	1.32%
9	2.44%	9	2.22%	293	3.02%
8	2.17%	2	0.49%	76	0.78%
0	0.00%	0	0.00%	4	0.04%
1	0.27%	1	0.25%	5	0.05%
2	0.54%	0	0.00%	11	0.11%
1	0.27%	0	0.00%	5	0.05%
0	0.00%	0	0.00%	117	1.21%
0	0.00%	0	0.00%	111	1.15%
369	100.00%	406	100.00%	9690	100.00%

	FOR THE QUARTER APRIL 2008 - JUNE 2008		FOR THE QUARTER JULY 2008 - SEPT 2008		TOTAL OVER 100 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
MARITAL STATUS:						
Married	210	56.91%	215	52.96%	5,456	56.31%
Divorced	47	12.74%	44	10.84%	1,073	11.07%
Single	96	26.02%	118	29.06%	2,613	26.97%
Widowed	11	2.98%	15	3.69%	280	2.89%
Separated	2	0.54%	11	2.71%	124	1.28%
Unknown	3	0.81%	3	0.74%	144	1.49%
	369	100.00%	406	100.00%	9690	100.00%
SEX:						
Male	214	57.99%	236	58.13%	5,688	58.70%
Female	155	42.01%	170	41.87%	3,925	40.51%
Unknown	0	0.00%	0	0.00%	77	0.79%
	369	100.00%	406	100.00%	9690	100.00%
AGE:						
20	1	0.27%	3	0.74%	267	2.76%
20 - 40	177	47.97%	195	48.03%	4,704	48.54%
40 - 60	181	49.05%	191	47.04%	3,792	39.13%
60+			6	1.48%	6	0.06%
Unknown	10	2.71%	11	2.71%	921	9.50%
	369	100.00%	406	100.00%	9690	100.00%
LANGUAGE PREFERENCE:						
English	287	77.78%	313	77.09%	7,144	73.73%
Afrikaans	60	16.26%	67	16.50%	1,447	14.93%
Vernacular	18	4.88%	23	5.67%	913	9.42%
Unknown	4	1.08%	3	0.74%	186	1.92%
	369	100.00%	406	100.00%	9690	100.00%
EMPLOYMENT:						
Employed	208	56.37%	243	59.85%	6,033	62.26%
Unemployed	59	15.99%	46	11.33%	1,337	13.80%
Optionally unemployed (eg housewife)	7	1.90%	10	2.46%	174	1.80%
Part-time / Temp	17	4.61%	17	4.19%	361	3.73%
Self-employed	52	14.09%	76	18.72%	1,156	11.93%
Retired	0	0.00%	1	0.25%	34	0.35%
Pensioner	20	5.42%	9	2.22%	245	2.53%
Dependant	4	1.08%	3	0.74%	93	0.96%
Unknown	2	0.54%	1	0.25%	257	2.65%
	369	100.00%	406	100.00%	9690	100.00%
RELATED PROBLEMS:						
Previous Gambling Treatment	41	11.11%	50	12.32%	728	7.51%
Alcohol / Drug Problem	22	5.96%	25	6.16%	733	7.56%
Other Psychiatric Problems	23	6.23%	41	10.10%	978	10.09%
Suicidal Ideation	96	26.02%	113	27.83%	1,548	15.98%
Gamblers Anon Attendance	30	8.13%	50	12.32%	442	4.56%
Casino Exclusions	111	30.08%	123	30.30%	1,001	10.33%
Criminality	40	10.84%	37	9.11%	910	9.39%

	FOR THE QUARTER APRIL 2008 - JUNE 2008		FOR THE QUARTER JULY 2008 - SEPT 2008		TOTAL OVER 100 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
TYPE OF GAMBLING:						
Casino Slots	205	55.56%	195	48.03%	5,265	54.33%
Non-Casino Slots (LPM's)	8	2.17%	6	1.48%	76	0.78%
Casino Table Games	67	18.16%	87	21.43%	1,995	20.59%
Bookmakers (Horses, sports etc)	6	1.63%	4	0.99%	307	3.17%
Lottery	0	0.00%	1	0.25%	50	0.52%
Scratch cards	0	0.00%	0	0.00%	7	0.07%
Internet gambling	3	0.81%	10	2.46%	61	0.63%
Bingo	1	0.27%	0	0.00%	9	0.09%
Private gambling	3	0.81%	3	0.74%	121	1.25%
Tote	18	4.88%	16	3.94%	136	1.40%
Other	4	1.08%	0	0.00%	136	1.40%
More than one	54	14.63%	83	20.44%	1,213	12.52%
Unknown	0	0.00%	1	0.25%	314	3.24%
SOURCE OF COUNSELLING LINE NO						
Press Coverage & Media	127	34.42%	136	33.50%	3,997	41.25%
Via Collateral in gambling venues	139	37.67%	147	36.21%	4,039	41.68%
Via Staff in gambling venues	65	17.62%	61	15.02%	320	3.30%
Gamblers Anonymous	7	1.90%	8	1.97%	178	1.84%
NRGP Website	14	3.79%	24	5.91%	186	1.92%
Gambling Board	4	1.08%	5	1.23%	50	0.52%
Can't recall	1	0.27%	5	1.23%	723	7.46%
More than one	12	3.25%	20	4.93%	197	2.03%
	369	100.00%	406	100.00%	9690	100.00%

NATIONAL OUTPATIENT TREATMENT STATISTICS

	FOR THE QUARTER APRIL 2008 - JUNE 2008		FOR THE QUARTER JULY 2008 - SEPT 2008		TOTAL OVER 100 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS	
No of spouses currently in treatment	28		15		15		From Sept 03
REFERRAL DATA:							
Patients referred for out-patient treatment	396		463		9,317		
Total first appointments made	331	83.59%	375	80.99%	6,937	74.46%	% OF PATIENTS DIRECTED FOR TREATMENT
Total first appointments met ie patient actually arrived	268	80.97%	309	82.40%	5,821	83.91%	% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
TREATMENT DATA:							
Patients currently in treatment	158		218		218		
Treatment dropouts	78	29.10%	49	15.86%	1,802	30.96%	% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
No of patients completing all 6 sessions	102	38.06%	136	44.01%	2,616	44.94%	% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
No of patients arriving for follow-up session (the 7th)	46	45.10%	76	55.88%	1,502	57.42%	% PATIENTS WHO COMPLETED THE PROGRAMME & ARRIVED FOR THE 7TH FOLLOW UP SESSION 3 MTHS AFTER COMPLETING TREATMENT
No of patients sent for Debt Management			10		10		(Stats from Aug 08)
No of Group Sessions held			7		7		(Stats from Aug 08)