

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 OCTOBER - DECEMBER 2009



NATIONAL

**Responsible
Gambling**

PROGRAMME



EXECUTIVE SUMMARY

During last quarter of 2009, the Public Awareness and Training component of the NRGP went out to public tender and Corporate Image was declared the preferred bidder.

Public awareness highlights included placement of seasonal advertising campaigns, submissions of revised proposals for the renewal of the Western Cape contract, approval of the revised proposals submitted to the Mpumalanga Gambling Board and the Office of the Consumer Protector.

For the period under review the team of facilitators interacted with a total of 21 270 beneficiaries at 68 paypoints.

During the last quarter of the year **training** numbers slowed considerably, true to trends in previous years, although there was still an increase of 201 delegates receiving training by comparison to the same quarter in 2008. Training of casino staff has increased steadily over the past year, while training in the other sectors remains relatively stable. A total of 727 people received training in the NRGP Basic Course for this period.

The **research** group compiled and analysed the Cape Town portion of the National Prevalence Study data for inclusion in a major task team report commissioned by the Western Cape Government to guide its review of provincial casino licensing policy. A follow-up report identified the spatial distribution and SES levels of overall Cape Town respondents, patrons of legal casinos, and respondents who gamble only in informal establishments. These reports will be publicly available following delivery of the overall task team review in February 2010.

Work continued on the **Schools Programme**. Audio visual web-based material to supplement the Taking Risks Wisely, Grades 7-9 text-based material continues to be developed, in addition to material for learners in the areas of mathematics, statistics, money matters and life-style risk. Processing and analysing of feedback from Gauteng schools resulted in unprecedented numbers of completed feedback forms being returned to the NRGP. In all, 11 teachers returned their questionnaires and 828 pre-lessons and 927 post-lesson forms were received from learners.

The **counselling** line maintained its service over the festive season. Problem gambling referrals for this quarter was significantly reduced by 197 referrals or a reduction of around 66 calls per month. Equally, family members referred for **treatment** dropped by almost 50% from 102 in the third quarter to 52 in the fourth quarter.

The distribution of problem gamblers around the country as represented per province remained fairly constant. There appeared to be a marginal increase in the referrals from the Eastern Cape which increased from 6% to 10% of the total referrals for the quarter while the percentage of problem gamblers from Gauteng remain much the same at approximately 45%. There has been no significant changes in the demographical profile of our referrals and the ratio of males to females remains constant at 60/40 and the age profile is constant.

QUARTERLY REPORT FOR NRGP OCTOBER - DECEMBER 2009

FUNDED BY THE GAMBLING INDUSTRY

PUBLIC AWARENESS

Overview of industry

Highlights during the period under review were:

- Placement of the seasonal advertising campaign
- Submission of revised proposals for the renewal of the Western Cape contract
- Approval of the revised proposals submitted to the Mpumalanga Gambling Board
- Approval of revised proposals submitted to the Office of the Consumer Protector
- Participation in a Wellness Promotion at Parliament
- Attendance at the Western Cape Gambling & Racing Board's Responsible Gambling Forum meeting

Advertising

New seasonal advertisements (corporate and cartoons) were placed in the following publications:

November

M&G Teacher
Kaap Rapport 29/11/09

December

Kaap Rapport 06 & 13/12/09

Cartoon Ads

Daily Sun
Sowetan
The Times
Daily Voice
City Press 4 & 18/12/09
06 & 20/12/09

The Star 11/12/09
Mercury 11/12/09
Cape Times 11/12/09
Pretoria News 11/12/09
DFA 11/12/09
EP Herald 11/12/09
The Citizen 11/12/09
The Times 11/12/09
Volksblad 11/12/09
Burger 11/12/09
Mail & Guardian 18/12/09

Radio	7 - 20/12/09
RSG (OFm)	7 – 20/12/09
SAFm (5Fm)	7 – 20/12/09
GHFm (Umhlobo Wenene)	7 – 20/12/09
Metro Fm	7 – 20/12/09

Publications

Copy collection continues on the 11th issue of *NRGP News* due for publication early in 2010.

The October and November editions of the *Responsible Gambling Digest* were circulated to the usual stakeholders, but the December issue was held over until January for distribution, due to the fact that many people are away on holiday from mid-December to mid-January.

Website

Work continues on the periodic copy updates on the website.

Liaison with other gambling boards and entities

Western Cape Provincial Government

Two more meetings took place on November 4 and 9 with Sharon Nqadini and David Mulaudzi of the Western Cape's Social Development Department, to discuss how to pursue possible NRGP involvement with the Ke Mojo project. A scaled-down version of the original proposals was submitted covering activities until the end of March however, there has been no response.

Mpumalanga Gambling Board

The revised proposals were approved for implementation of a schools and AllPay programme in Mpumalanga. This was finalised early in December. However, work did start in advance, with two school visits held on 31 October, which were attended by representatives from MGB. Approaches for appointments will resume once schools start in January 2010.

The presence of the actor duo has been requested again for the official 'launch' during a school visit on 15 January, as well as a community outreach promotion highlighting illegal gambling scheduled for 22 January in Matsulu, 4 February in Badplaas and 5 February in Barberton.

Special Events

The NRGP was invited to participate in a Wellness Promotion arranged by the Organisational Wellness Unit of Parliament. It was held in the reception area of the Plein Street premises on 6-7 October.

It was a useful showcase for the NRGP's various services, and the exhibition and pull-up banners were on display, while two facilitators handed out an estimated 100 leaflets to people expressing interest, and also answering their various queries.

Another Wellness Day is being scheduled after Parliament re-opens in the New Year.

The NRGP has also been invited by the GrandWest Casino to participate for the second time in its Employee Wellness Day – being held in the Market Hall on 2 February 2010.

Office of the Consumer Protector

The NRGP provided collateral for the Spend Wisely campaign staged by the Office of the Consumer Protector (OCP) during December.

OCP visited the following shopping malls:

Beaufort Mall - Beaufort West	1/12/09
Langeberg Mall - Mossel Bay	3/12/09
West Coast Mall - Vredenburg	8/12/09
Mountain Mill Mall – Worcester	10/12/09
Parow Centre – Parow	15/12/09

Thousands of OCP informational leaflets, including 6 000 co-branded Myths and Facts leaflets, were distributed.

The role of the counselling line was mentioned during outside broadcasts on the following radio stations:

Radio Gamkaland	1 & 2/12/09
Eden FM	3/12/09
Radio West Coast	8/12/09
Valley FM	10/12/09

Future involvement extends to participation in joint community radio interviews towards the end of January on some of the nine local community radio stations.

TRAINING

Overview

During the last quarter of the year, training numbers slowed considerably, true to trends in previous years, although there was still an increase of 201 delegates receiving training by comparison to the same quarter in 2008. Training of casino staff has increased steadily over the past year, while training in the other sectors remains relatively stable.

The NRGP will be going through the process of acquiring SAQA accreditation and if all goes according to plan this should be completed by the end of 2010.

NRGP Basic course

- **Casino training**

A total of 515 casino staff members received training in the NRGP Basic Course during the fourth quarter of 2009: Gold Reef City – 100, Emperor’s Palace - 278, Montecasino - 48, Silverstar - 56, Garden Route Casino -12, Tusk Rio, Klerksdorp - 21.

- **LPMs**

At Vukani Gaming in East London, 17 staff members were trained in the Basic Course. Further training for Vukani will continue in other regions in the coming year.

- **Bookmakers**

Training of 183 Gold Circle staff members in Kenilworth took place during this quarter as part of their seasonal casual staff recruitment. We completed a series of training at Betting World in Kenilworth which started last quarter, with a final 9 agency staff members receiving training.

- **Train-the-trainer**

3 employees at Hemingways Casino in East London received Train-the-Trainer training.

A total of 727 people received training in the NRGP Basic Course during the period under review.

RESEARCH

Noteworthy activities / events since the previous quarter were:

In November, Professor Ross, Professor Spurrett, Mr. Rousseau, Mr. Hofmeyr and Mr. Dellis attended the 10th Annual NCRG Conference on Gambling and Addiction in Las Vegas, Nevada. The following presentations were made by the group:

- Professor Ross participated in a plenary panel discussion on Neuroeconomics and Gambling.
- The team presented a poster entitled 'Predictors of problem gambling in a developing country: The 2008 South African Urban Prevalence Study.'
- The team presented a poster entitled 'Gambling prevalence and severity among rural and peri-urban poor South Africans in KwaZulu-Natal'.
- Both posters are available on the NRGP Research website.

Final pilot studies and fieldworker training were carried out by Mr. Hofmeyr and Mr. Dellis for the 'Panel Study of Gamblers', which is scheduled to go into the field after 18 months of preparation on 1 February 2010. In consequence of pilot study findings, Mr. Hofmeyr and Professor Harrison re-designed all experimental instruments to enhance subject comprehension. These are now the state-of-the-art instruments of their kind in the world, and will be available for use in all subsequent NRGP studies that gather data on gamblers' responses to changing probabilities and timing of rewards.

To ensure that adequate numbers of problem gambling subjects are available for the panel study, Mr. Schuhr recruited an additional set of volunteers, screened to be at high risk for problem gambling, based on advertisements in community newspapers in Cape Town, Johannesburg, Tshwane and Durban.

Based on reports from peer reviewers, Mr. Hofmeyr, Dr. Ainslie and Professor Ross received an invitation to revise and resubmit their paper reporting results of NRGP-funded research on reward bundling among addicts to the journal *Addiction*, the highest ranked international publication in the addiction field. They are now busy with the revision and will

submit it by 1 February 2010. A lay summary of the paper will be prepared for general distribution at the conclusion of the peer review process.

A paper based on NRGF-funded research, entitled *Criterion-related and construct validity of the Problem Gambling Severity Index in a sample of South African gamblers*, authored by Mr. Dellis, Professor Sharp, Mr. Peter Schwardmann (a formerly NRGF-funded postgraduate student), Professor Spurrett, Mr. Rousseau and Professor Ross, was submitted to an international scholarly journal. The paper is currently under peer review. A lay summary of the paper will be prepared for general distribution at the conclusion of the peer review process.

The research group compiled and analysed the Cape Town portion of the National Prevalence Study data for inclusion in a major task team report commissioned by the Western Cape Government to guide its review of provincial casino licensing policy. A follow-up report identified the spatial distribution and SES levels of overall Cape Town respondents, patrons of legal casinos, and respondents who gamble only in informal establishments. These reports will be publicly available following delivery of the overall task team review in February 2010. The general conclusions, quoted from the Cape Town report, are as follows:

- “Cape Town problem gamblers tend to be slightly poorer, but otherwise of comparable SES to those in Gauteng. [Unlike Gauteng problem gamblers] they do not mainly gamble in informal establishments, or indeed in any establishments. They therefore do not mainly play dice or card games. In addition they do not play fafi / iChina, reflecting differences in cultural composition between the two areas. Cape Town problem gamblers primarily devote their attention to lotteries, scratch cards and lucky draws. They play these regularly, but not more frequently than gamblers at no risk for problem gambling. It is probable that their *problems* from gambling mainly arise from their small incomes, which mean that any regular expenditure contributes to hardship. The only Axis-I comorbidity that characterizes them statistically is alcohol dependence. They show high impulsivity; however, it should be noted that this is a personality trait, not a psychiatric disorder, and may also be related to stressful environments associated with relative poverty.
- Clearly it should not be inferred from the data presented here that there are no problem gamblers in Cape Town who have gambling problems associated with behaviour at legal casinos. What is overwhelmingly likely is simply that this group is small, and could only be statistically expected to be visible in a much larger sample than our study was able to draw. In this context, however, it is important to note that in Gauteng, where our sample was three times the size of the Cape Town population we interviewed, [legal] casino gambling was still strongly *negatively* associated with problem gambling. We think it is reasonable to conclude from our data that in South African cities, problem gambling resembles problem drinking in being mainly a risk associated with relative poverty – though less with the very most dire poverty, which leaves its victims with insufficient money even for these accessible forms of consolation consumption.
- Recent prevalence studies of gambling and problem gambling in wealthy countries – the USA, the UK, Canada, Australia, and Sweden – find that 0.5-0.6% of adults meet the DSM criterion for pathological gambling. Suppose there is a

similar figure for the part of Cape Town's population who enjoy consumption patterns similar to median middle-class patterns in wealthy countries. This would predict a population of casino-focused problem gamblers that would tend to be invisible to any but the very largest random surveys.

- We suggest that to miss surveying a sub-population because it is tiny justifies concluding that its difficulties do not constitute a major social problem from the perspective of the society at large. Of course, there is no objection to social action designed to improve the welfare of any group, however small. Cost-benefit analysis for policy choice, however, will generally have to attach high weight to statistical prevalence.”

SCHOOLS' PROGRAMME

Achievements and objectives

- Continue to develop audio-visual material and construct a new NRGP schools' programme website.
- Process and analyze feedback from completed pilot projects in Gauteng schools.
- Monitor implemented pilot project and elicit feedback from Mpumalanga schools.
- Prepare the final version of *Taking Risks Wisely – Grades 7-9*, based on feedback received from the pilot projects.
- Present data on school's project at an academic conference.

1. Educational website

The educational website for learners is co-ordinated by Graham Barr, assisted by Beth Maclagan. Audio-visual web-based material to supplement the *Taking Risks Wisely, Grades 7-9* text-based material continues to be developed, in addition to material for learners in the areas of mathematics, statistics, money matters and life-style risk. The material, under continual development offline, is currently viewable at: <http://www.nrgp.org.za/incoming/Schoolsver8>

2. Processing and analysis of feedback from Gauteng schools

The pilot study in Gauteng was implemented from May 2009. Natalie Bossi remained in regular contact with the District Director to monitor implementation and completion of feedback forms. This close contact and clear communication has had the consequence of unprecedented numbers of completed feedback forms being returned to the NRGP by the end of September 2009.

In all, 11 teachers returned their completed questionnaires and we received 828 pre-lesson forms and 927 post-lesson forms from learners. The quantitative feedback data were captured in part by Natalie Bossi and completed by Alex Schuhr. Further, Alex Schuhr constructed graphs comparing learners' pre and post-lesson responses, as well as comparing differences between Grades 7, 8 and 9. Nelleke Bak analysed the qualitative data from teachers and learners.

The plan is to present the feedback from the Gauteng schools at a workshop in early 2010 to those teachers and administrators involved in the Gauteng pilot project.

3. Monitoring implemented pilot project in Mpumalanga schools

After a successful training session of Mpumalanga teachers in August 2009, the pilot project was implemented from September 2009 to December 2009. Natalie Bossi regularly contacted key administrators and as a result we once again had significant feedback from teachers and learners.

School	Teacher	Teacher survey	No of Pre-lesson forms	No of Post-lesson forms	Grade
Libangeni Sec	James Tshabalala	1	2	9	7
Madikole Combined	Lenah L. Sithole	1	10	11	9
Redhill Primary	Muriel Ngwenya	1	60	62	7
Retang	Solly Msiza	1	45	45	7
Tsandzanani Primary	Sphiwe D. Mokoena	1	83	0	7
Silindile	Nurse Maredi	1	17	17	7
Silindile	Nurse Maredi		15	15	8
Silindile	Nurse Maredi		8	8	9
Z.B. Kunene	S.S. Nkosi	0	86	26	9
Lugebhuta High	S.Z. Magagula	1	7	7	
Tikhuni High	M.S. Hlungwani	1	87	87	9
Thulani Primary	Samson Theledi	1	10	10	7
M.L. Nkuna High	A. Sibuyi	1	10	14	8
Chief K.J. Malaza	Thomas Nkabinde	1	19	19	
Total		11	459	330	

Alex Schuhr has been contracted to capture the quantitative data from the feedback forms and to construct graphs comparing responses. Nelleke Bak will once again analyze the qualitative data and will write a composite report on the Mpumalanga pilot project.

A feedback session for the teachers and administrators involved in the Mpumalanga pilot project is planned for early 2010.

The overall statistics to date:

	Feb 2008 – June 2009	Sept – Dec 2009	Overall
Face to face meetings with departmental officials	8 provinces		8 provinces
Pilot project implemented	KZN Western C Northern C Gauteng Mpumalanga		5 provinces
Number of schools in which pilot project is being /has been taught	KZN: 8 WC: 12 WC: 9 Gauteng: 12 MPL: 12		53 schools
Number of teachers, curriculum advisors and principals who have been instructed and trained	KZN: 30 WC: 33 NC: 32 Gauteng: 60 MPL: 24		179
Feedback from pilot schools and officials	17 schools 23 teachers 2 reviewers 1317 learners	12 schools 11 teachers 459 learners	29 schools 33 teachers 2 reviewers 1776 learners
Feedback workshops with teachers and administrators of the pilot project	KZN: 1		1

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

On receiving teachers' and learners' feedback from KZN, Northern Cape and Gauteng provinces, the *TRW* material is being finalized by Nelleke Bak. Based on the analysis of the Mpumalanga feedback which will be completed in January 2010, a few final modifications will be made before the final layout is done. We anticipate that the final version will be completed by February 2010. This final version will be ready to present to the National and Provincial Education Departments.

5. Presentation of NRGPs schools' project at international conference

Nelleke Bak presented the data of the NRGPs schools' pilot project at the 10th annual international NCRG conference on Gambling and Addiction in Las Vegas. The presentation was entitled, "*Talking Risks Wisely: An Educational Intervention in South African Schools, Grades 7-9*" by Nelleke Bak, Natalie Bossi and Alexander Schuhr.

TREATMENT AND COUNSELLING

Overview

The counselling line diligently maintained the service over the festive season. During the weekend of the 21st November 2009 two of our line counselors, Andrew Fraser and Mirriam Philliso, attended the Treatment Professional workshop in Johannesburg and presented on the Integrated Care programme. They both felt the personal contact with the treatment professional to whom they refer problem gamblers was extremely rewarding for both parties.

During weekly supervision, the following topics were covered: suicide calls, building relationships with difficult callers, general communication, boundaries, various addictions, and poker.

Research Project

At the request of Dr Meyer, the line counsellors were requested to call problem gamblers who had been referred, to request their willingness to partake in a research project. Although this was time consuming, the counsellors found speaking to gamblers a while after the initial crisis very informative.

Telephone Counselling Report

Overall problem gambling referrals for this quarter was significantly reduced by 197 referrals or a reduction of approximately 66 calls per month. We have seen this trend occurring in the 4th quarter of previous years which is surprising, as one might anticipate an increase in request for assistance over the festive season. In real terms, problem gamblers who were referred for treatment dropped from our usual monthly average of 130 to 95 per month. We anticipate that the demand for treatment will return in the 1st quarter of 2010 but we'll monitor this statistic closely.

Equally, family members referred for treatment dropped by almost 50% from 102 in the 3rd quarter to 52 in the 4th quarter. Criteria for inpatient treatment remains constant and only problem gamblers exhibiting severe addictive behavior and are in danger of harming themselves are considered as candidates for residential care. This usually involves a 2 week admission under the management of one of our trained counselors at one of our variety of clinics around the country.

Non-problem gambling calls including general inquiries, hoaxes, silent calls and wrong numbers also dropped over the quarter.

Requests for family programme referrals comes largely from either the spouse or partner of problem gamblers and there has been an equal demand for both counselling for these callers and intervention planning. To this end, we recently produced and published an intervention guidance manual specifically designed for our treatment professionals to help guide them through the intervention process. This has been distributed by all treatment professionals around the country and we hope that there will now be consistency in the intervention process.

The distribution of problem gamblers around the country as represented per province remained fairly constant. There appeared to be a marginal increase in the referrals from the Eastern Cape which increased from 6% to 10% of the total referrals for the quarter while the percentage of problem gamblers from Gauteng remain much the same at approximately 45%. There have been no significant changes in the demographical profile of our referrals and the ratio of males to females' remains constant 60/40 and the age profiles is constant. English is the preferred language of 72% of our problem gamblers and the majority is either employed or self employed. 14% are unemployed at the time of referral and 3% are pensioners.

Evidence for related problem behaviors has increased. 15% have previously had treatment and have now requested further treatment. 14% admit to a concurrent drug or alcohol problem and a significant 25% are feeling suicidal and hopeless at the time of the

call to the counselling line. We believe, in this regard, that the NRGP serves a very useful purpose and although we are not a crisis intervention line, the service is useful in providing desperate gamblers with an opportunity to unburdened themselves prior to any further desperate acts. 31% of our referrals have already applied for self exclusion, and 13% percent admit to criminal behavior of one sort or another although we suspect this figure might be understated. The profile of the types of gambling producing problems showed no significant changes. We did see an increase from 2 callers to 8 during this quarter that identified the lottery as a problem but internet gambling showed a decrease in this quarter.

Collateral information at gambling venues remains the biggest source of referrals for the programme and industry needs to be acknowledged for its willingness to advertise the services of the NRGP in their venues.

Treatment Profile

Of the 305 people who were referred for outpatient treatment during the quarter, 235 or 80% made contact with the treatment professional after the initial conversation with our telephone counselling line. Of this, 80% or 197 patients actually arrived for treatment at the first session. This represents an attrition rate of 33% from referral to arrival which we believe is acceptable for this type of service. We are constantly reviewing motivation techniques to address this fall-out. It partially reflects the nature of the ambivalence which is always seen in the treatment and management of addictive disorders.

Treatment Outcomes Research Study

December 2009 we contracted with Datadesk, a research company based in Stellenbosch, to review our treatment outcomes. This is essentially a pilot study that aims to review how successful our treatment intervention is with respect to people's gambling behavior. We have contracted to research 120 graduates of our treatment programme and capture data illustrating the benefit of treatment.

This pilot study is hopefully the pre-cursor of a more significant study where we plan to compare the benefit of treatment i.e. those problem gamblers who engage with our outpatient treatment programme versus those patients who simply call the counselling line and receive counselling telephonically.

Workshops

The NRGP treatment division held a highly successful Treatment Professionals training workshop on the weekend of the 20th of November 2009 in the Johannesburg area. Approximately 30 treatment professionals attended.

The workshop focused on four broad areas of interest to the Treatment Network. The first presentation by Mr. Paul Slot of Money Sense/Octogen reviewed our debt management referral service. Since March 2007 to date we have referred 135 patients for debt management, of which 50 have required formal debt counselling services. The remainder have been assisted with lesser interventions.

Mechanism to improve the communication between the 2 services was discussed including a better feedback of the referrals procedure.

The second presentation was given by Charl Faurie, General Manager of the Casino Association of South Africa, who spoke on challenges currently facing the casino industry. The audiences' response to his presentation was quite animated and the session provided the Treatment Professionals with an opportunity to convey some of the frustrations experienced with the casino industry and a useful line of communication was opened between our Treatment Professionals and CASA.

The third presentation was delivered by Jan Foster of Datadesk, a company contracted to do an external independent evaluation of the NRGP treatment outcomes. Important issues relating to the research protocols were discussed and in particular problems related to patient confidentiality. The research commenced in early December 2009.

Tracey Helps, a Treatment Professional from Johannesburg, presented a teaching session around the newly published intervention manual. The intervention service provided by the NRGP Treatment Professionals is an important service that we provide to families in distress and therefore it had been decided to devise a manual guiding treatment professionals through the mechanism of the procedure. Copies of the manual have been distributed to all relevant professionals and it is anticipated that this will improve the effectiveness of this element of our programme.

QUARTERLY STATISTICS

NATIONAL RESPONSIBLE GAMBLING COUNSELLING STATISTICS

COUNSELLING CALLS & REFERRALS:

	FOR THE QUARTER JULY 09 - SEPT 09		FOR THE QUARTER OCT 09 - DEC 09		TOTAL OVER 114 MTH PERIOD	% of PROBLEM GAMBLING CALLS
PROB GAMBLING CALLS:						
Treatment Referrals of Prob.Gamblers	382	42.30%	285	40.37%	11,379	38.16%
Telephone Counselling of Prob.Gamblers	97	10.74%	90	12.75%	3,358	11.26%
Information about Problem Gambling	424	46.95%	331	46.88%	15,083	50.58%
	903	100.00%	706	100.00%	29,820	100.00%

					TOTAL OVER 114 MTH PERIOD	% of OTHER PROBLEM GAMBLING CALLS
OTHER PROB GAMBLING REFERRALS :						
Repeat Outpatient Treatment	10	8.93%	2	3.57%	273	10.77%
Inpatient Treatment Referral	0	0.00%	0	0.00%	74	2.92%
Treatment Referrals - Family Programme	102	91.07%	54	96.43%	2,188	86.31%
	112	100.00%	56	100.00%	2,535	100.00%

					TOTAL OVER 114 MTH PERIOD	% of TOTAL CALLS
TOTAL NO OF PROB GAMBLING CALLS	1,015	19.66%	762	16.25%	32,355	11.16%
OTHER CALLS:						
General Enquiries	2,809	54.42%	2,628	56.05%	82,251	28.37%
Hoaxes	538	10.42%	546	11.64%	75,675	26.10%
Silent	581	11.26%	532	11.35%	62,889	21.69%
Wrong No's	219	4.24%	221	4.71%	36,728	12.67%
Problem Gambler info	0	0.00%	0	0.00%	44	0.02%
	4147	80.34%	3927	83.75%	257,587	88.84%

**TOTAL NO OF CALLS TO COUNSELLING
LINE**

5,162

4,689

289,942

OTHER DATA

TIME OF CALL(PROBLEM GAMBLER):

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

	FOR THE QUARTER JULY 09 - SEPT 09		FOR THE QUARTER OCT 09 - DEC 09		TOTAL OVER 114 MTH PERIOD	% of PROBLEM GAMBLING CALLS
	144	37.70%	124	43.51%	3,607	31.70%
	210	54.97%	162	56.84%	4,919	43.23%
	24	6.28%	14	4.91%	965	8.48%

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

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

	FOR THE QUARTER JULY 09 - SEPT 09		FOR THE QUARTER OCT 09 - DEC 09		TOTAL OVER 114 MTH PERIOD	% of PROBLEM GAMBLING CALLS
	64	62.75%	32	59.26%	1,368	62.52%
	14	13.73%	7	12.96%	229	10.47%
	12	11.76%	6	11.11%	298	13.62%
	7	6.86%	7	12.96%	126	5.76%
	5	4.90%	2	3.70%	167	7.63%
	102	100.00%	54	100.00%	2,188	100.00%

**FAMILY PROGRAMME REFERRALS -
COUNSELLING PROGRAMME**

Counselling
Intervention Planning
Both (Counselling and Intervention)

	FOR THE QUARTER JULY 09 - SEPT 09		FOR THE QUARTER OCT 09 - DEC 09		TOTAL OVER 114 MTH PERIOD	% of PROBLEM GAMBLING CALLS
	37	36.27%	25	46.30%	1,023	46.76%
	65	63.73%	29	53.70%	1,141	52.15%
	0	0.00%	0	0.00%	24	1.10%
	102	100.00%	54	100.00%	2,188	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 JULY 09 - SEPT 09		FOR THE QUARTER OCT 09 - DEC 09		TOTAL OVER 114 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
	77	20.16%	60	21.05%	1,663	14.61%
	51	13.35%	46	16.14%	2,033	17.87%
	23	6.02%	30	10.53%	779	6.85%
	11	2.88%	4	1.40%	370	3.25%
	179	46.86%	129	45.26%	5,533	48.62%
	8	2.09%	3	1.05%	153	1.34%
	12	3.14%	3	1.05%	157	1.38%
	15	3.93%	8	2.81%	344	3.02%
	2	0.52%	2	0.70%	88	0.77%
	0	0.00%	0	0.00%	4	0.04%
	1	0.26%	0	0.00%	6	0.05%
	3	0.79%	0	0.00%	16	0.14%
	0	0.00%	0	0.00%	5	0.04%
	0	0.00%	0	0.00%	117	1.03%
	0	0.00%	0	0.00%	111	0.98%
	382	100.00%	285	100.00%	11,379	100.00%

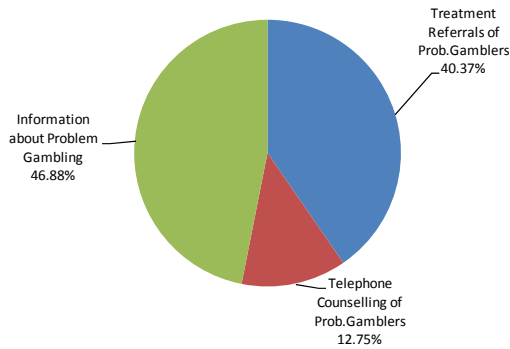
	FOR THE QUARTER JULY 09 - SEPT 09		FOR THE QUARTER OCT 09 - DEC 09		TOTAL OVER 114 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
MARITAL STATUS:						
Married	196	51.31%	138	48.42%	6,334	55.66%
Divorced	46	12.04%	33	11.58%	1,254	11.02%
Single	123	32.20%	91	31.93%	3,142	27.61%
Widowed	8	2.09%	13	4.56%	328	2.88%
Separated	8	2.09%	7	2.46%	164	1.44%
Unknown	1	0.26%	3	1.05%	157	1.38%
	382	100.00%	285	100.00%	11,379	100.00%
SEX:						
Male	238	62.30%	181	63.51%	6,728	59.13%
Female	144	37.70%	103	36.14%	4,573	40.19%
Unknown	0	0.00%	1	0.35%	78	0.69%
	382	100.00%	285	100.00%	11,379	100.00%
AGE:						
20	1	0.26%	2	0.70%	275	2.42%
20 - 40	199	52.09%	139	48.77%	5,576	49.00%
40 - 60	160	41.88%	132	46.32%	4,514	39.67%
60+	21	5.50%	10	3.51%	73	0.64%
Unknown	1	0.26%	2	0.70%	941	8.27%
	382	100.00%	285	100.00%	11,379	100.00%
LANGUAGE PREFERENCE:						
English	278	72.77%	206	72.28%	8,358	73.45%
Afrikaans	49	12.83%	35	12.28%	1,691	14.86%
Vernacular	54	14.14%	33	11.58%	1,123	9.87%
Unknown	1	0.26%	11	3.86%	207	1.82%
	382	100.00%	285	100.00%	11,379	100.00%
EMPLOYMENT:						
Employed	224	58.64%	149	52.28%	7,019	61.68%
Unemployed	49	12.83%	42	14.74%	1,558	13.69%
Optionally unemployed (eg housewife)	12	3.14%	12	4.21%	228	2.00%
Part-time / Temp	15	3.93%	10	3.51%	414	3.64%
Self-employed	68	17.80%	58	20.35%	1,465	12.87%
Retired	1	0.26%	1	0.35%	37	0.33%
Pensioner	12	3.14%	9	3.16%	294	2.58%
Dependant	1	0.26%	3	1.05%	103	0.91%
Unknown	0	0.00%	1	0.35%	261	2.29%
	382	100.00%	285	100.00%	11,379	100.00%
RELATED PROBLEMS:						
Previous Gambling Treatment	56	14.66%	45	15.79%	946	8.31%
Alcohol / Drug Problem	32	8.38%	40	14.04%	892	7.84%
Other Psychiatric Problems	29	7.59%	37	12.98%	1,135	9.97%
Suicidal Ideation	83	21.73%	74	25.96%	1,949	17.13%
Gamblers Anon Attendance	37	9.69%	22	7.72%	597	5.25%
Casino Exclusions	140	36.65%	91	31.93%	1,530	13.45%
Criminality	44	11.52%	37	12.98%	1,102	9.68%

	FOR THE QUARTER JULY 09 - SEPT 09		FOR THE QUARTER OCT 09 - DEC 09		TOTAL OVER 114 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
TYPE OF GAMBLING:						
Casino Slots	188	49.21%	149	52.28%	6,127	53.84%
Non-Casino Slots (LPM's)	13	3.40%	9	3.16%	122	1.07%
Casino Table Games	72	18.85%	51	17.89%	2,270	19.95%
Bookmakers (Horses, sports etc)	9	2.36%	0	0.00%	331	2.91%
Lottery	2	0.52%	8	2.81%	63	0.55%
Scratch cards	0	0.00%	1	0.35%	9	0.08%
Internet gambling	10	2.62%	4	1.40%	109	0.96%
Bingo	1	0.26%	2	0.70%	14	0.12%
Private gambling	6	1.57%	3	1.05%	143	1.26%
Tote	14	3.66%	9	3.16%	193	1.70%
Other	1	0.26%	5	1.75%	146	1.28%
More than one	64	16.75%	24	8.42%	1,505	13.23%
Unknown	2	0.52%	20	7.02%	347	3.05%
	382	100.00%	285	100.00%	11,379	100.00%
SOURCE OF COUNSELLING LINE NO						
Press Coverage & Media	146	38.22%	99	34.74%	4,553	40.01%
Via Collateral in gambling venues	159	41.62%	122	42.81%	4,800	42.18%
Via Staff in gambling venues	20	5.24%	17	5.96%	407	3.58%
Gamblers Anonymous	9	2.36%	6	2.11%	217	1.91%
NRGP Website	14	3.66%	19	6.67%	282	2.48%
Gambling Board	22	5.76%	8	2.81%	104	0.91%
Can't recall	0	0.00%	1	0.35%	737	6.48%
More than one	12	3.14%	13	4.56%	279	2.45%
	382	100.00%	285	100.00%	11,379	100.00%

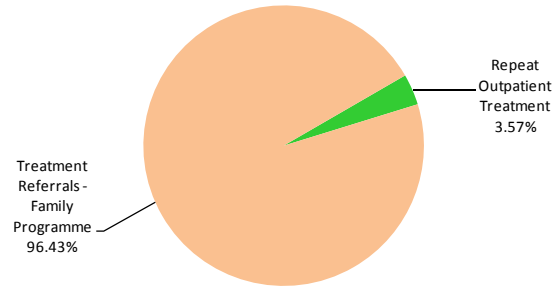
**NATIONAL OUTPATIENT TREATMENT
STATISTICS**

	FOR THE QUARTER JULY 09 - SEPT 09		FOR THE QUARTER OCT 09 - DEC 09		TOTAL OVER 114 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS	
No of spouses currently in treatment	20		19		19		From Sept 03
REFERRAL DATA:							
Patients referred for out-patient treatment	391		305		11,126		
Total first appointments made	320	81.84%	245	80.33%	8,400	75.50%	% OF PATIENTS DIRECTED FOR TREATMENT
Total first appointments met ie patient actually arrived	244	76.25%	197	80.41%	7,034	83.74%	% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
TREATMENT DATA:							
Patients currently in treatment	164		133		133		
No of patients completing all 6 sessions	134	54.92%	107	54.31%	3,191	45.37%	% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
No of patients arriving for follow-up session (the 7th)	55	41.04%	56	52.34%	1,816	56.91%	% PATIENTS WHO COMPLETED THE PROGRAMME & ARRIVED FOR THE 7TH FOLLOW UP SESSION 3 MTHS AFTER COMPLETING TREATMENT
No of patients sent for Debt Management	11		9		72		% OF PATIENTS WHO WERE REFERRED FOR DEBT COUNSELLING
No of Group Sessions held	16		16		79		% OF GROUP SESSIONS HELD
INPATIENTS	7		9		96		From March 2003

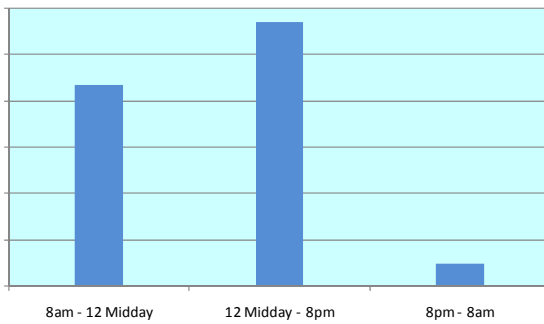
**PROBLEM GAMBLING CALLS
 for the quarter Oct 09 - Dec 09**



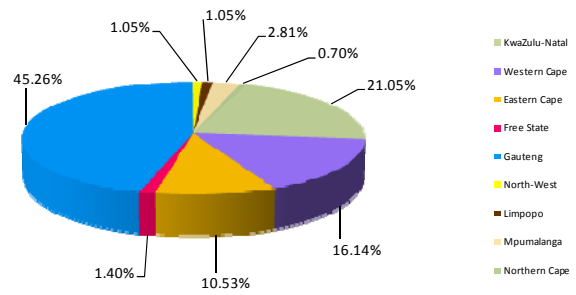
**OTHER PROBLEM GAMBLING REFERRALS
 for the quarter Oct 09 - Dec 09**



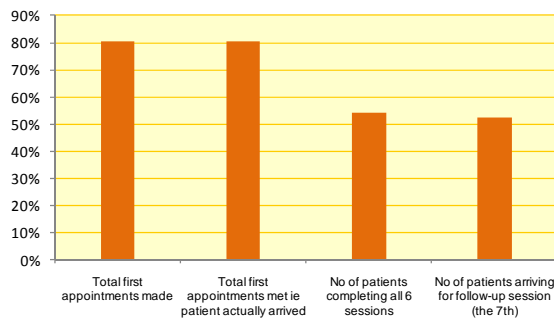
**TIME OF CALL
 for the quarter Oct 09 - Dec 09**



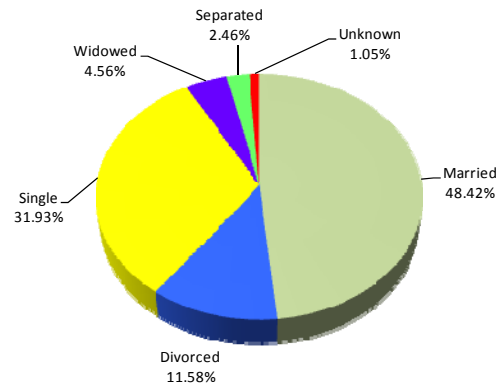
**AREA
 for the quarter Oct 09 - Dec 09**



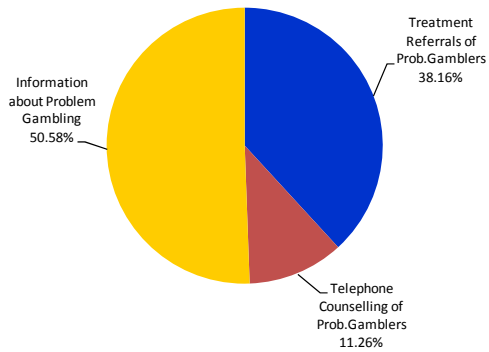
**NATIONAL OUTPATIENT TREATMENT STATISTICS
 for the quarter Oct 09 - Dec 09**



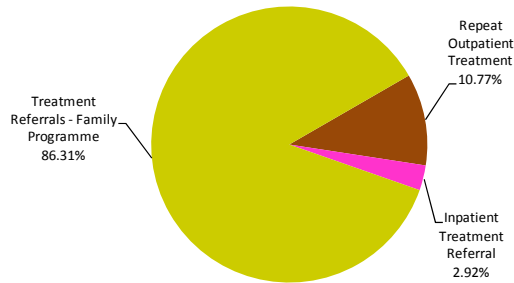
**MARITAL STATUS
 for the quarter Oct 09 - Dec 09**



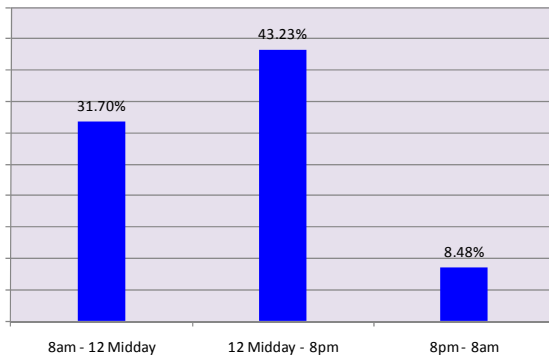
PROBLEM GAMBLING CALLS
 for the quarter Oct 09 - Dec 09



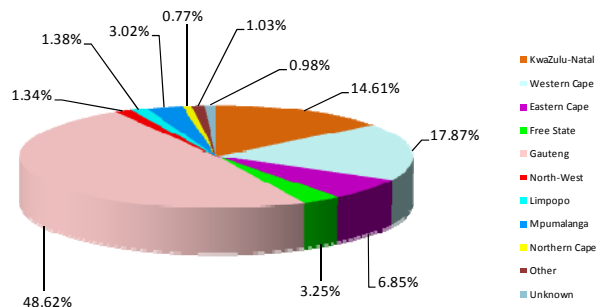
OTHER PROBLEM GAMBLING REFERRALS
 for the quarter Oct 09 - Dec 09



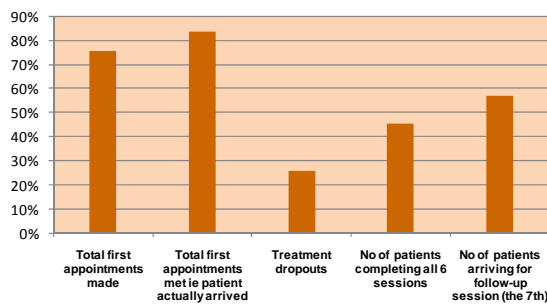
TIME OF CALL
 for the quarter Oct 09 - Dec 09



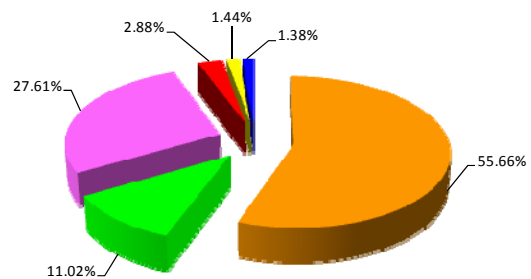
AREA
 for the quarter Oct 09 - Dec 09



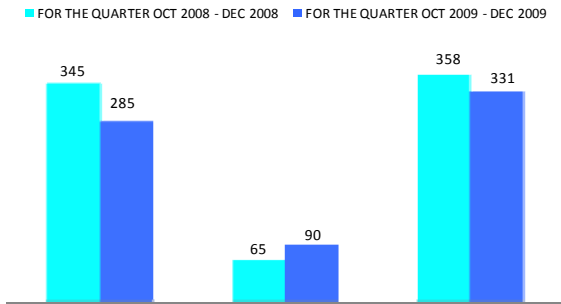
NATIONAL OUTPATIENT TREATMENT STATISTICS for
 the quarter Oct 09 - Dec 09



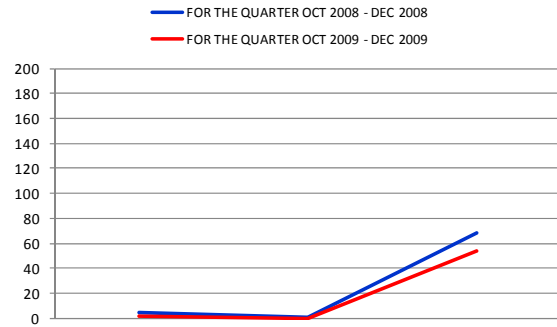
MARITAL STATUS
 for the quarter Oct 09 - Dec 09



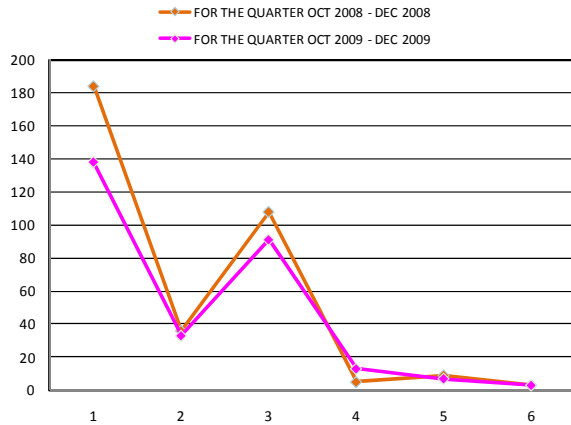
PROBLEM GAMBLING CALLS
 Comparison Oct 08 - Dec 08 to Oct 09 - Dec 09



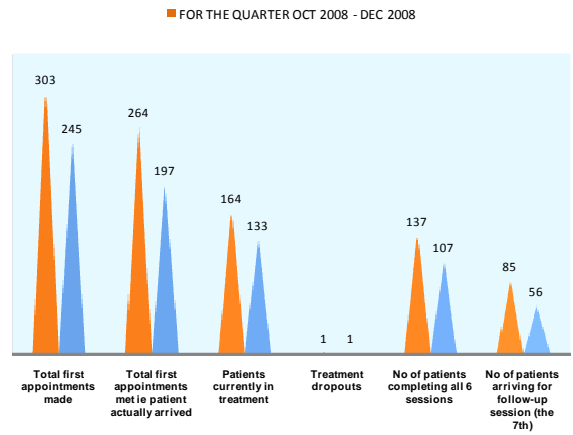
OTHER PROBLEM GAMBLING REFERRALS
 Comparison Oct 08 - Dec 08 to Oct 09 - Dec 09



MARITAL STATUS
 Comparison Oct 08 - Dec 08 to Oct 09 - Dec 09



NATIONAL OUTPATIENT TREATMENT STATISTICS
 Comparison Oct 08 - Dec 08 to Oct 09 - Dec 09



SA PROBLEM GAMBLING FOUNDATION - INDUSTRY
BUDGET VS COSTS
FOR THE 10 MONTHS ENDED 31/12/2009

	BUDGET MAR 09 - FEB 2010	ACTUAL COSTS MAR 09 - FEB 2010	BUDGET BALANCE
PUBLIC AWARENESS			
Overheads and Operating Costs:			
Collateral	447,470	213,913	233,557
Travel	50,000	8,634	41,366
Incidentals eg telephones, stationery etc	20,000	5,497	14,503
Advertising etc	2,000,000	1,916,405	83,595
Human Resources Costs:			
Salaries and Consultants	1,177,800	883,350	294,450
SUB-TOTAL FOR PUBLIC AWARENESS	3,695,270	3,027,799	667,471
TRAINING			
Overheads and Operating Costs:			
Basic Training, Advanced & Video Training	367,530	234,953	132,577
Human Resources Costs:			
Salaries & Consultants	170,400	121,500	48,900
SUB-TOTAL FOR TRAINING	537,930	356,453	181,477
TOTAL PUBLIC AWARENESS AND TRAINING	4,233,200	3,384,252	848,948
RESEARCH			
Overheads and Operating Costs:			
Panel & Cognitive Study and Costs	658,100	40,858	617,242
Travel & subsistence	205,000	115,430	89,570
Human Resources Costs:			
Research Consultants	415,000	365,664	49,336
Salaries & Consultants	441,600	164,800	276,800
SUB-TOTAL RESEARCH	1,719,700	686,752	1,032,948
NATIONAL SCHOOLS			
Overheads and Operating Costs:			
Travel and subsistence	120,000	16,545	103,455
Workshops with teachers	400,000	86,016	313,984
Printing, website, reprographic costs etc	250,000	68,195	181,805
Incidentals eg photocopies, faxes, bank charges etc	120,000	960	119,040
Human Resources Costs:			
Salaries & Consultants	1,179,200	755,300	423,900
SUB-TOTAL FOR NATIONAL SCHOOLS	2,069,200	927,016	1,142,184
TOTAL ACADEMIC PROGRAMME	3,788,900	1,613,769	2,175,131
TREATMENT NETWORK & COUNSELLING LINE			
Overheads and Operating Costs:			
Inpatient treatment	120,000	94,465	25,535
Debt Management	126,000	77,000	49,000
Counselling Line Costs	355,110	237,954	117,156
Collateral	50,000	6,772	43,228
Conferences/w orkshops, recruitment, upskilling and protocols	180,000	131,971	48,029
Travel	25,000	20,448	4,553
Human Resources Costs:			
Outpatient treatment	1,976,640	1,305,196	671,444
Family Programme	120,000	97,757	22,243
Group Sessions	45,000	34,334	10,666
Salaries	936,000	627,708	308,292
Counselling Line Manager	144,000	99,519	44,481
Management/Supervision/Liaison	459,000	344,250	114,750
TOTAL TREATMENT & COUNSELLING	4,536,750	3,077,374	1,459,376

	BUDGET MAR 09 - FEB 2010	ACTUAL COSTS MAR 09 - FEB 2010	BUDGET BALANCE
CENTRAL MANAGEMENT			
Overheads and Operating Costs:			
Running costs eg rent, bank charges, audit fees etc	315,000	325,518	(10,518)
Human Resources Costs:			
Management Fees and salaries	806,400	674,000	132,400
SUB-TOTAL FOR CENTRAL MANAGEMENT	1,121,400	999,518	121,882
UNCOMMITTED FUNDS			
International travel, subsistence and conferences	500,000	340,884	159,116
Additional projects	400,000	192,193	207,807
Overtime & bonuses	200,000	197,316	2,684
Contingencies	779,597	344,540	435,057
Reserve/Bal b/f prior year budget	1,666,544	4,972	1,661,572
SUB-TOTAL UNCOMMITTED FUNDS	3,546,141	1,079,905	2,466,236
TOTAL CENTRAL MANAGEMENT	4,667,541	2,079,423	2,588,118
TOTALS	17,226,391	10,154,817	7,071,574
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		14,054,783	
Unspent portion of prior year budget		1,666,544	
Less spent to date		(10,154,817)	
Balance available for expenditure		5,566,510	
Represented by:			
1/12th Prepaid Expenses		1,046,571	
Accounts Receivable		2,470,275	
Accounts payable		(67,524)	
Deposits		22,038	
Bank account		2,095,149	
		5,566,510	

QUARTERLY REPORT FOR WESTERN CAPE OCTOBER - DECEMBER 2009

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

Specialist Training: Western Cape

In fulfillment of the 2008/09 Western Cape Provincial Government's contract for the Department of Social Development, nine specialist training workshops were delivered.

The original budget proposed to provide eight training seminars targeting audiences on controversial issues related to gambling and problem gambling in South Africa.

A total of 179 professional, para-professional, lay counsellors and volunteer counsellors were introduced to and trained in gambling-related problems.

The presentation addressed:

- Gambling statistics in South-Africa
- The history of gambling and perceptions towards gambling
- The structure and formation of the NRGP
- The various modalities and approaches used in addressing problem gambling
- The phases of gambling addiction
- The difference between social gambling, problem and pathological gambling
- The criteria and warning signs indicating problem and pathological gambling
- The prevalence of problem and pathological gambling in South Africa
- The NRGP treatment delivery structure
- The NRGP Counselling Line

The workshops focused largely on treatment centres and a number of community-based welfare organisations. Most of the workshops were approximately 2 to 3 hours in duration.

In all instances, the training material was received positively and in a number of cases formal letters of thanks were received from the organisations. A number of the organisations requested further training in the New Year.

QUARTERLY REPORT FOR GAUTENG OCTOBER - DECEMBER 2009

FUNDED BY THE GAUTENG GAMBLING BOARD

Overview

Work on the high schools, community outreach and AllPay initiatives in Gauteng resumed for the period under review.

Highlights during the period were:

- the seasonal advertising campaign
- visits to 68 AllPay sites, interacting with 21 270 beneficiaries, on resumption of new contract
- visits to 14 schools, reaching 8 766 learners

Advertising

The seasonal advertisements were placed in the following publications:

Sowetan	11/12/09
Daily Sun	11/12/09
Beeld	11/12/09
The Citizen	24/12/09
The Star	24/12/09
Pretoria News	24/12/09
Sowetan	24/12/09

All Pay

The team of facilitators interacted with:

- 7 125 people at 24 paypoints during October
- 6 890 people at 21 paypoints during November
- 7 255 people at 23 paypoints during December

A total of 21 270 beneficiaries at 68 paypoints were reached for the three-month period.

Schools

End-of-year exams put paid to any further visits to schools during the final term, however the team still managed to visit 14 schools, reaching 8 766 learners, including one primary school.

This brings the tally for the financial year to date to 21 220 learners at 38 schools, including two primary schools. (**Note:** the figure supplied in the last quarterly report has been adjusted from 25 to 24 schools, because of inadvertent duplication when counting the number of schools.)

QUARTERLY REPORT FOR GAUTENG OCTOBER - DECEMBER 2009

FUNDED BY THE MPUMALANGA GAMBLING BOARD

Overview

The revised proposals were approved for implementation of a schools and AllPay programme in Mpumalanga. This was finalised early in December. However, work did start in advance, with two school visits held on 31 October, which were attended by representatives from MGB. Approaches for appointments will resume once schools start in January 2010.

The presence of the actor duo has been requested again for the official 'launch' during a school visit on 15 January, as well as a community outreach promotion highlighting illegal gambling scheduled for 22 January in Matsulu, 4 February in Badplaas and 5 February in Barberton.