

## EXECUTIVE SUMMARY

**Public education and awareness** initiatives continued during the quarter under review with the NRGPs participating in the Dipontsho Tsa Maluti-A-Phofung Career Expo and Cultural Festival in QwaQwa. This was held by the Free State Provincial Government in collaboration with Thabo Mofutsanyana District Municipality. It provided the NRGPs with an invaluable opportunity to reach people from the rural areas of Free State.

The NRGPs sent representatives to the National Women's Day Celebration, Heritage Day Celebration and two corporate wellness days. In collaboration with the Health Society of South Africa, the NRGPs have ensured that there is awareness about problem gambling via leaflets in the neuroscience section of the displays that are mounted at the major employers in mainly Gauteng, but also reaching other provincial branches of these big corporations via the distribution of information packs.

A total of 1016 employees from the gambling industry went through **training** during the third quarter. The Basic Course was attended by 571 casino staff members during the quarter, substantially up from the same period last year. Casino Employees in seven provinces were trained, as well as in the neighbouring country of Namibia. The Horse Racing and Sports Betting Sector saw 178 employees attending the NRGPs Basic Course and 127 employees in the Bingo sector, while in the LPM sector 77 site owners attended the responsible gambling course in the Eastern Cape. A new casino in the Northern Cape, Oasis Casino, has joined the ranks of employees and managers trained in responsible gambling.

The **National Schools Programme** saw a total of 241 teachers in 4 provinces trained in the *Taking Risks Wisely* pilot programme for Grades 10-12. The main objectives this past quarter was to monitor the implementation of the pilot programme in the four provinces; begin the data capture and analyse the feedback forms and develop an amended teaching manual for Grades 7-9 in line with the new CPAS curriculum.

This past quarter saw 286 problem gamblers referred for our **treatment and counselling** outpatient problem gambler programme and 45 people for the family programme. The Treatment Professional network, who delivers the problem gambling and family programme, has 74 psychologists and social workers. An additional person in Bloemfontein will join the network in November.

A total number of 1930 calls were made to the Counselling line in the third quarter. Twenty counselling calls were handled by the telephone counsellors. 270 calls received related to information about problem gambling or about our programmes and services.

Gambling amongst casino employees remain the main point of focus for the NRGPs **mentorship programme**. Six casinos were visited during the quarter under review with 28 sessions, 287 delegates and 85 mentoring hours.

## QUARTERLY REPORT FOR NRGF JULY – SEPTEMBER 2015

FUNDED BY THE GAMBLING INDUSTRY

### **PUBLIC EDUCATION & AWARENESS**

#### **Advertising**

Advertising was put on hold due to budget constraints, however, there was the usual advertising to ensure good exposure at the Durban July racing event on 4 July.

#### **Liaison with other Gambling Boards**

The Acting Executive Director attended the Responsible Gambling Forum meeting hosted by the Western Cape Gambling and Racing Board on August 12.

#### **Special Events**

##### **Dipontsho Tsa Maluti-A-Phofung Career Expo and Cultural Festival**

The SARGF was invited to participate in the Dipontsho Tsa Maluti-A-Phofung Career Expo and Cultural Festival in QwaQwa from 7 to 11 September 2015. This was held by the Free State Provincial Government in collaboration with Thabo Mofutsanyana District Municipality.

It provided the NRGF with an invaluable opportunity to reach people from the rural areas of the Free State. Exhibitors ranged from the Army, Government institutions, public and private entities and NGOs.

Grade 9 to 12 learners from all over Free State as well as students from FET colleges and universities were ferried to this expo where the NRGF representative handed out collateral, including pamphlets and comic books, and displayed banners. Other people who attended were from the National Youth Development Agency (NYDA), SAICA, and the SANDC and health workers.

Learners there openly advocated for the legalisation of gambling in schools, as they rely on it as a source of income. They want the school curriculum to include gambling as a subject or some form of sport. They have provided the NRGF representative with their full names and contact details and would welcome a public debate on the issue of the legalisation of gambling in schools.

#### **Women's Day**

The SARGF sent two representatives to attend the National Women's Day Celebration. Others in attendance were officials from the Free State Gambling and Liquor Board, community members, other exhibitors, government officials from the departments of Health, Education and Social Development, SAPS, various youth organisations and NGOs. The two-day event was held at the Harry Gwala Multipurpose Centre, Sasolburg, Free State.

#### **Heritage Day**

The SARGF was also invited to the annual National Heritage Celebrations held on 24 September at GaRamokgopa, a little village outside Polokwane City in Limpopo. The NRGF representative also distributed leaflets on this occasion which was organised and sponsored by the National Government through the Department of Arts and Culture.

Different cultural performing groups performed art forms reflecting their cultural heritage. People from all different walks of life came to enjoy the different expressions of the diverse cultures and to hear the National President and a select group of distinguished speakers address important cultural issues that unite our country.

### **Corporate Wellness Days**

The NRGP participated in two ad hoc wellness days as well as at least eleven (11) more via its collaboration with the Health Society of South Africa.

### **Ad hoc Wellness Day – Department of Transport**

The NRGP was also invited by the Department of Transport to participate in the Financial Wellness session they organised for the Pretoria office on 15 September.

### **Limpopo Wellness Day at Venda University**

The SARGF sent an NRGP representative to the Limpopo Wellness Day held at the Venda University in Thohoyandou on 14 August. The organisers made an effort to invite all university students, local NGOs, and representatives from Government Departments and Communities, including health workers, NGOs. One interesting inquiry came from the students who wanted to know whether there was counselling available for the deaf (we pointed out that we do have an email contact point).

The community was not aware of gambling problems as they consider gambling to be normal. This is illustrated by the fact that they wanted to conduct a protest march against the SAPS for arresting illegal Fahfee operators. When an illegal micro-lender took possession of some gamblers' ATM cards, cars and in some instances, the gamblers' houses, this was considered normal!

### **Health Society of South Africa,**

In collaboration with the Health Society of South Africa, the NRGP has ensured that there is awareness about problem gambling via leaflets in the neuroscience section of the displays that are mounted at the major employers in mainly Gauteng, but also reaching other provincial branches of these big corporations via the distribution of information packs.

During the quarter under review, numerous corporate wellness events took place at the head offices and/or multiple branches of eleven (11) companies or government departments with a total workforce numbering 34 920..

The companies are in the brokerage, finance, energy, health and motor vehicle manufacturing and religious sectors – and situated in Johannesburg, Midrand, Pretoria, and East London. These companies included Ampath, NECSA, Shift Vibrant Solutions, the Department of Environmental Affairs, SA Reserve Bank, Eskom, Rhema Ministries, Barclays Towers, Volkswagen and MBSA (Mercedes Benz).

In addition, 1 356 information packs were distributed to Volkswagen, at the SA Masters Hockey tournament in Potchefstroom, and at the Department of Environmental Affairs in Cape Town.

Although only a small percentage of the employees actually attended these wellness days, it still constitutes valuable exposure for the NRGP.

This brings the number of companies visited for the financial year to date to 22, with a total workforce of 65 010 employees – and the number of information packs distributed to 1 856.

## TRAINING

A total of 1016 employees from the gambling industry were trained from 1 July to 30 September 2015. Furthermore, public awareness was raised among university students on the campus of the University of Pretoria and among employees from the Department of Transport in Pretoria.

### Overview

The Basic Course was attended by 571 casino staff members during the quarter, substantially up from the same period last year. Casino Employees in seven provinces were trained, as well as in the neighbouring country of Namibia.

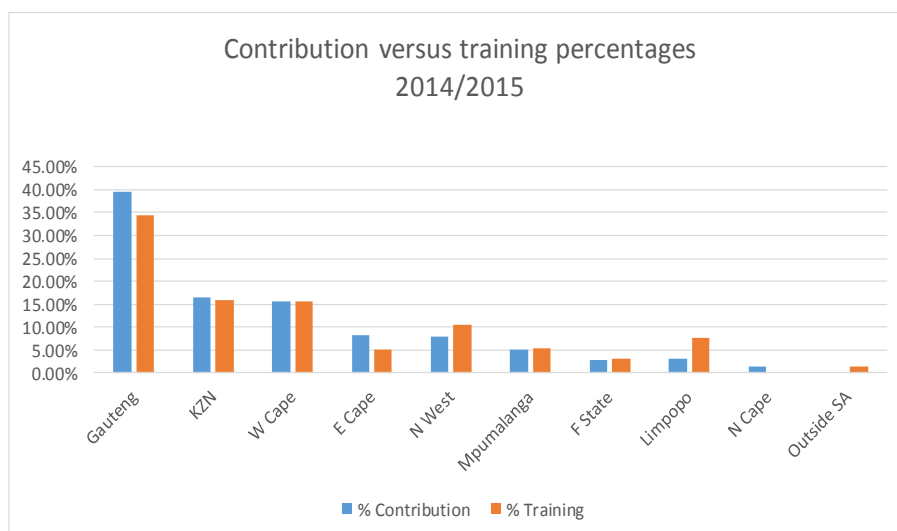
The Horse Racing and Sports Betting Sector saw 178 employees attending the NRGPs Basic Course and 127 employees in the Bingo sector, while in the LPM sector 77 site owners attended the responsible gambling course in the Eastern Cape.

A new casino in the Northern Cape, Oasis Casino, has joined the ranks of employees and managers trained in responsible gambling. This small casino, in Kuruman, ensured that most of their staff complement attended the training.

A new Level II course for gambling managers, has been launched during this quarter. It covers issues such as dealing with punters wanting to self-exclude themselves, minors, and staff who gamble; the latter in particular, seems to be showing a disturbing upward trend. This course was attended by managerial staff from Oasis Casino in Kuruman and Kalahari Sands Casino in Windhoek. Plans have been made for Hollywood Bets managerial staff to attend this course in the coming quarter. Level II training looks set to fill an important gap between the Basic Course, which is an introduction to working in the gambling industry, the characteristics of problem and disordered gambling, and the treatment programmes offered by the NRGPs, and the Advanced Course, which focuses more on communication skills needed in the industry. It is a three hour short course, which makes it practical as well.

The training division continues to widen its outreach, as it answers the call of public and private entities across all demographics.

The division also recently started tracking how contributions per province (0.1% of Gross Gambling Revenue), relates to the number of employees trained in each province. The graph below, shows this relationship for the period 1 March 2014 to 28 February 2015. The graph reveals a remarkably close correlation between the indices, apart from Limpopo province, which seems to have received substantially more bang for their buck, while Gauteng could do with a little bit more! We will be tracking these statistics going forward, in order to ensure that each province, as closely as possible, receives the proportion of training they have indirectly paid for through their contributions, to make for an equitable distribution in this regard.



## **NRGP Basic Course training - according to sector**

- **Casino's**

The Basic Course was attended by 571 casino staff members during the quarter, made up as follows:

Gauteng: Emerald Casino – 21, Emperor's Palace Casino-31, Montecasino- 24, Silverstar – 15, Gold Reef Casino – 27,

Limpopo: Khoroni Casino, Thohoyandou - 72

Mpumalanga: The Ridge, Witbank – 101,

North West: Rio Casino, Klerksdorp - 49

Northern Cape: Oasis Casino, Kuruman - 52

Kwa Zulu Natal: Sibaya Casino – 33, Suncoast Casino, Durban – 77

Western Cape: Caledon Spa – 6, Mykonos Casino, Langebaan – 26

Namibia: Kalahari Sands Casino, Windhoek - 37

- **Horse Racing , Betting and Tote**

Kwa Zulu Natal: Marshalls World of Sport – 91

Western Cape: Hollywood Bets – 63, Kenilworth Racing – 23, SA Sportsbook - 1

- **Bingo**

Gauteng: Galaxy Bingo – 83

Eastern Cape: Gold Rush Bingo, Grahamstown – 44

- **LPM Sector**

Eastern Cape: Pioneer Slots, site owners - 77

### ***NRGP Level II and Advanced Course training***

- **Gauteng:** Sun International Head Office – 1
- **Northern Cape:** Oasis Casino, Kuruman – 9
- **Western Cape:** Caledon Spa Casino, Caledon – 9
- **Namibia:** Kalahari Sands Casino, Windhoek - 14

### **Other**

Shine Solutions, University of Pretoria Campus Radio Interview, Department of Transport - 30

## **NATIONAL SCHOOLS PROGRAMME**

### **Main objectives for July - September 2015**

The main tasks were to:

1. Monitor the implementation of the pilot programme in the 4 provinces.
2. Begin with the data capture and analysis of the first feedback forms.
3. Develop an amended *Tacking Risks Wisely* teaching manual for Grades 7-9 in line with the new CAPS curriculum.

## **Achievements of objectives**

### **1. Monitoring of the pilot programme**

A total of 241 teachers in 4 provinces have been trained in the *Taking Risks Wisely* pilot programme for Grades 10-12. Natalie Bossi from the NRGp has been contacting the various provincial and regional coordinators to address potential obstacles and to ensure that the programme is being implemented. We are making arrangements with the teachers to return the teacher questionnaires as well as the learners' pre- and post-lesson surveys by the agreed dates.

### **2. Data capture and preliminary analysis of feedback**

Once the teachers' feedback and the learners' pre- and post-lesson surveys have been captured, analysis of the data will be done. On the basis of the analysis:

- Adaptions will be made to the final *Taking Risks Wisely* manual prior to printing and the national roll-out (scheduled for 2017)
- A feedback session will be held in each of the 4 provinces with the pilot teachers to elicit verbal feedback (and to "reward" them for their interest and commitment to the pilot project).

The variables for analysis of the teachers' questionnaires have been drawn up with the emphasis on 4 key areas: the relevance and interest of the content, the appropriateness of the language used; the level of engagement with the pedagogy (i.e. did the learning activities involve the learners?) and the general usefulness of the layout and the design. These 4 areas will be analysed in terms of whether the school is rural/peri-urban/urban and whether the learners are English first language speakers or not.

The learners' pre- and post-lesson survey will analyse responses to their interest in the material, whether learning has taken place and the prevalence of informal gambling among school youth.

The Northern Cape was the second province to be trained and the first batch of feedback forms has been received: 10 teachers and 62 learners responded. We understand that there is a high transition rate amongst Life Orientation teachers, but we are disappointed in the low number of returns and we will encourage all the teachers in the other groups to administer the learners' forms more diligently and return greater numbers.

### **3. Development of *Taking Risks Wisely* teaching manual for Grades 7-9 in line with the new CAPS curriculum.**

The first *TRW Grades 7-9* manual was completed in 2008, piloted in 2009-2010 and nationally implemented in 2011. Subsequent to this, the National Department of Education phased in a new curriculum (CAPS) for Life Orientation (General Education and Training). The *TRW Grades 10-12* is compliant with the new CAPS (Further Education and Training) but the manual for Grades 7-9 now needs to be reworked.

In comparison with the old Grades 7-9 curriculum, the new CAPS for Grades 7-9 is much more prescriptive and restrictive in terms of specific topics that must be addressed within specified times. The existing manual will therefore need to be amended quite substantially. Work is underway to do research and write the new material. The layout of the manual will mirror that of the manual for Grades 10-12, i.e. with flow charts for lesson plans and clear indications of how the material slots into the required CAPS topics and learning outcomes.

The envisaged process for the reworking of the *TRW Grades 7-9* is as follows:

- Study of the CAPS curriculum and its required topics and identification of appropriate slots for NRG/TRW material
- Research of relevant material to inform new sections (and update re-used sections).
- Extensive identification of suitable images to support the material and the procurement of copyrights where necessary
- Draft of the reworked manual is sent to two critical readers
- Final amendments are made on receipt of feedback from the critical readers.
- Extensive liaison with the graphic designer and editing of proofs in preparation for printing.
- Manuals are printed in time for the arranged training workshops with teachers in all 9 provinces prior to national implementation.

The plans as yet are not to undertake a pilot project for the reworked material since the teachers have already responded to the existing programme, albeit with altered content. We now have a very clear idea of the level of language that is appropriate for Grade 7-9 (mainly not-English First Language speakers), the appropriateness of the pedagogy employed and the usefulness of the design and layout. Moreover, much of the existing content will be reworked. Although there will also be some entirely new sections, we think that this alone does not warrant the massive expense of conducting a pilot project prior to national roll-out of the new CAPS aligned *Grades 7-9 Taking Risks Wisely* programme.

### **4. Proposed timeline**

#### **June 2015 - January 2016:**

- Collate teacher and student feedback
- Analyze findings
- Arrange and present feedback workshops with the teachers (1 per pilot group, i.e. 6 in all)

#### **October 2015 – 2016:**

- Rework the *Taking Risks Wisely: Grades 7-9* manual in line with the CAPS curriculum for the Senior Phase

#### **2016-2017:**

- Make adjustments to the final version of the manual
- Work with graphic designer and prepare for printers
- Meet with pilot administrators and with other provincial heads of Life Orientation re national implementation of the programme
- Arrange training workshops for additional groups
- Organise media campaign for national roll-out
- Set up monitoring process to track use of the programme
- Design and develop the interactive website for *Taking Risks Wisely – Grades 10-12*



# TREATMENT AND COUNSELLING

## 1. Overview

The period under review has amongst other activities seen the publication of the fifth paper of the NRGF in an international peer reviewed journal. The paper has suicidality of problem gamblers as its theme.

Dr Pretorius presented at two seminars during this period - a Gauteng Gambling Board workshop that addressed disordered gambling and responsible gambling, and a Department of Trade and Industry seminar on remote gambling

## 2. Treatment Programme

### a. Outpatient Programme

286 problem gamblers were referred for our outpatient problem gambler programme and 45 people for the family programme.

The Treatment Professional network, who delivers the problem gambling as well as family programme, has 74 psychologists and social workers. An additional person in Bloemfontein will join the network in November.

### b. Inpatient Treatment

Three clients were admitted for inpatient treatment after assessment by Dr Sinclair.

## 3. Counselling Line

### a. Counselling Line statistics

A total number of 1930 calls were made to the Counselling line in the third quarter. Twenty counselling calls were handled by the telephone counsellors. 270 calls received related to information about problem gambling or about our programmes and services.

We have received roughly 30 e-mails during this period from people who want to know more about problem gambling and our programme. On average 280 sms or please call me messages are sent to the NRGF cell phone per month - roughly 840 for the quarter. These are followed up by a call from a telephone counsellor. Many of the please call me messages are however unrelated to gambling treatment and relate to casino competitions or results. It is impossible to screen this when a please call me message is received. Three problem gamblers were referred for debt counselling and management during the quarter.

During this quarter 588 psychotherapy sessions were conducted with problem gamblers by our treatment professionals; 68 support therapy sessions with family members and 152 sessions with clients who want to rescind a self-exclusion. The total number of sessions for problem gamblers and family members was 808. During this period 12 aftercare group sessions were held.

Those clients wanting to rescind a self-exclusion make up 18% of all sessions. Some of these people do well in therapy and develop insight into their problem gambling behaviour but the majority are not interested in therapy and are unmotivated and uncooperative clients. Their only motivation for attending sessions is to return to gambling, which makes a mockery of the purpose of our treatment programme. We have over the last 4 years made many submissions to the National Gambling Board as well as some of the provincial boards to change the current practice of mandatory therapy before the ban is lifted to therapy at the point of a self-exclusion application. This would make more sense because people have a very specific reason for self-exclusion, which is very soon forgotten if they want to return to gambling. It would make the therapeutic programme more meaningful and would ensure a more productive use of the Treatment Professionals' time and in turn our resources.

#### **b. Telephone Counsellors**

The recently revamped Integrated Care Programme was introduced during this quarter. The model has changed to a recovery coaching model which allows for more professional counselling compared to a mechanistic model which captured basic information.

As part of ongoing professional training, two of the Counsellors, Mirriam Philiso and Andrew Fraser, are enrolled for the 2-year Post Graduate Diploma in Addictions hosted by the Department of Psychiatry and Mental Health at the University of Cape Town. Both have successfully completed their mid-year examination in July and will write their end of year examination in November.

#### **4. Awareness**

In July the Department of Trade and Industry hosted a workshop on remote gambling. Various stakeholders were invited to present views on the issue of legalising remote gambling. Drs Heidi Sinclair and Adele Pretorius were invited to present on the nature and severity of remote gambling addiction in other jurisdictions.

The Gauteng Gambling Board hosted a workshop on the problems associated with disordered gambling. The event was attended by other provincial gambling boards as well as the National Gambling Board.

Dr Sinclair has submitted a paper entitled: "The association between pathological gambling and suicidality in treatment seeking pathological gamblers in South Africa" by Gabriella Stein, Adele Pretorius, Dan J. Stein and Heidi Sinclair which was accepted for publication by the journal *Annals of Clinical Psychiatry*.

One of the telephone counsellors attended a National Women's Day event in Sasolburg on 9 August, where the NRGP had an exhibition stall. The event was hosted by the Department of Arts and Culture.

In a recent Newsletter from Elim Clinic, where some NRGP clients are admitted for inpatient treatment, a client admitted there via the NRGP in 2012, shared his testimony:

#### **Desperation turned into Dedication**

*My name is Mike Mavambi and I grew up in an alcoholic family in a Zimbabwean village. My parents divorced when my mother was twenty-six years of age and she turned to alcohol to numb the emotional pain. After the divorce we moved to my grandparents' village. They were also alcoholics, so at the age of six, I first experienced passing out from alcohol. Alcohol to us, was both food and drink as we grew up in those dark villages of Zimbabwe where chaos and abuse changed us deeply*

*At fifteen I gave my life to Jesus and for the very first time I lived a new life that brought confidence and a feeling of self-worth. All the memories of abuse and rejection faded away as years in God's presence healed me. My mother studied to become a secondary school teacher in mathematics and she proudly taught for seven years. In my first year at technical college, my mother died, and with her death, hope started to slip away from me again. The following year my grandfather, who supported my studies financially, succumbed to prostate cancer and died. A year later my father, who never cared for me, died as well.*

*In the midst of death, loss and depression, God blessed me with a wife, two sons, a political career and a successful business. God turned my life around 360 degrees. The village boy became a flamboyant businessman. It took me eight years to build an empire. Paradoxically, in less than two years, gambling and alcohol reduced me to a divorcee and a heavily indebted lonely shadow of a man. During the destruction time I tried to change: friends, girlfriends, cities and anything I suspected to be responsible for my downfall. I never changed myself though. I remarried and had a handsome son and a beautiful daughter, but I have no good memories of these times.*

*Two and a half years of self-imposed gambling abstinence helped me pay my debts and restore my sanity. I continued drinking as I thought it was my gambling, childhood history and my wife that took away my peace, and my money. If I knew I was the problem and I needed to do something about myself, this may very well have been a different story. I took my first gambling bet again in September 2012. In three weeks of insanity, I gambled and drank myself into destitution. When the National Responsible Gambling programme of South Africa offered admission to Elim Clinic, I was convinced it would be a waste of time. Unless they gave me money and negotiated with those I wronged, it was not worth it.*

*Nevertheless, on the 5th of October 2012 I was admitted. God had a plan. Today I am more than two years sober and I am still a grateful member of both Elim Clinic's aftercare, as well as the AA. I have my family back. I am grateful to God and my beautiful wife for forgiveness. I live in serenity and fear of the Lord. One day at a time works for me and when life throws anything to my side, I know there is a God who cares.*

## **MENTORSHIP PROGRAMME**

### **Overview**

Gambling amongst casino employees remain the main point of focus for the NRGP mentorship programme. Further to a research study started in 2011 in Queensland, Australia, regarding the problem of gambling within the casino workforce, follow-up research regarding 1) the contribution of workplace risk and 2) protective factors to gambling problems identifies five risk factors in relation to problem gambling i.e. workplace motivators, influence of colleagues, workplace triggers, limited social opportunities, and familiarity with and interest in gambling.

Two important protective factors are highlighted of which the encouragement to address a gambling problem (and subsequent other problems such as debt and personal relationship problems), is very relevant to the mentorship programme. "The identification of risk and protective factors in gambling venues may prompt healthier workplace practices and effective prevention and treatment programmes". Hing, N & Gainsbury, S. (2013) Workplace Influences on Gambling Problems Amongst Gaming Venue Employees

<b>Casinos visited</b>	<b>Casinos scheduled</b>	<b>Casinos pending</b>
Black Rock	Goldreef City	Grand West
Golden Valley	Emperors Casino	
Goldfields	Monte Casino	
Queens Casino	Khoroni	
Hemingways	Mmabatho	
Sibaya	The Ridge	
	Rio Casino	

### **Statistics**

Casinos visited	6
Sessions	28
Delegates	287
Individual sessions	7
Mentoring hours	85

**Conclusion**

Although fewer casinos were visited during the third quarter the figures for delegates remained practically the same. This is due to the fact that some casinos are trying to include as many staff members for the sessions as operational restrictions will allow

**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 APR 15 - JUN 15	% of PROBLEM GAMBLING CALLS	FOR THE QUARTER JUL 15 - SEPT15	% of PROBLEM GAMBLING CALLS	TOTAL FROM JUNE 2000 TO SEPT 2015	% of PROBLEM GAMBLING CALLS
	212	41.49%	220	39.78%	17 279	42.43%
	62	12.13%	47	8.50%	4 254	10.45%
	237	46.38%	286	51.72%	19 192	47.13%
	<b>511</b>	<b>100.00%</b>	<b>553</b>	<b>100.00%</b>	<b>40 725</b>	<b>100.00%</b>

**OTHER PROB GAMBLING REFERRALS :**

Repeat Outpatient Treatment  
 Inpatient Treatment Referral  
 Treatment Referrals - Family Programme

	10	23.26%	10	16.67%	644	15.48%
	1	2.33%	1	1.67%	138	3.32%
	32	74.42%	49	81.67%	3 377	81.20%
	<b>43</b>	<b>100.00%</b>	<b>60</b>	<b>100.00%</b>	<b>4 159</b>	<b>100.00%</b>

**TOTAL NO OF PROB GAMBLING CALLS**

**554**

**613**

**44 884**

**OTHER CALLS:**

General Enquiries  
 Hoaxes  
 Silent  
 Wrong No's  
 Problem Gambler info

	582	42.95%	596	43.73%	107 610	36.41%
	75	5.54%	46	3.37%	79 269	26.82%
	252	18.60%	217	15.92%	68 103	23.04%
	209	15.42%	234	17.17%	40 034	13.54%
	237	17.49%	270	19.81%	551	0.19%
	<b>1 355</b>	<b>100.00%</b>	<b>1 363</b>	<b>100.00%</b>	<b>295 567</b>	<b>100.00%</b>

**TOTAL NO OF CALLS TO COUNSELLING  
 LINE**

**1 909**

**1 976**

**340 451**

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

8am - 12 Midday

12 Midday - 8pm

8pm - 8am

	FOR THE QUARTER APR 15 - JUN 15	% of PROBLEM GAMBLING CALLS	FOR THE QUARTER JUL 15 - SEPT15	% of PROBLEM GAMBLING CALLS	TOTAL FROM JUNE 2000 TO SEPT 2015	% of PROBLEM GAMBLING CALLS
8am - 12 Midday	71	30.60%	101	45.91%	6 199	35.88%
12 Midday - 8pm	139	59.91%	121	55.00%	9 778	56.59%
8pm - 8am	2	0.86%	6	2.73%	1 310	7.58%

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

Spouse/Partner

Parent

Child

Sibling

Other eg friend, casino staff etc

Spouse/Partner	21	65.63%	33	44.00%	2 141	62.95%
Parent	4	12.50%	29	38.67%	407	11.97%
Child	5	15.63%	4	5.33%	447	13.14%
Sibling	1	3.13%	3	4.00%	203	5.97%
Other eg friend, casino staff etc	1	3.13%	6	8.00%	203	5.97%
	<b>32</b>	<b>100.00%</b>	<b>75</b>	<b>100.00%</b>	<b>3 401</b>	<b>100.00%</b>

**FAMILY PROGRAMME REFERRALS -  
COUNSELLING PROGRAMME**

Counselling

Intervention Planning

Both (Counselling and Intervention)

Counselling	31	96.88%	49	98.00%	1 584	46.92%
Intervention Planning	0	0.00%	0	0.00%	1 622	48.05%
Both (Counselling and Intervention)	1	3.13%	1	2.00%	170	5.04%
	<b>32</b>	<b>100.00%</b>	<b>50</b>	<b>100.00%</b>	<b>3 376</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 APR 15 - JUN 15	% of PROBLEM GAMBLING REFERRAL CALLS	FOR THE QUARTER JUL 15 - SEPT15	% of PROBLEM GAMBLING REFERRAL CALLS	TOTAL FROM JUNE 2000 TO SEPT 2015	% of PROBLEM GAMBLING CALLS
KwaZulu-Natal	50	23.58%	51	23.18%	2 735	15.83%
Western Cape	24	11.32%	26	11.82%	2 852	16.51%
Eastern Cape	11	5.19%	13	5.91%	1 159	6.71%
Free State	7	3.30%	16	7.27%	665	3.85%
Gauteng	108	50.94%	97	44.09%	8 389	48.55%
North-West	4	1.89%	4	1.82%	255	1.48%
Limpopo	1	0.47%	5	2.27%	247	1.43%
Mpumalanga	5	2.36%	4	1.82%	536	3.10%
Northern Cape	0	0.00%	0	0.00%	145	0.84%
Lesotho	0	0.00%	0	0.00%	4	0.02%
Swaziland	1	0.47%	0	0.00%	7	0.04%
Namibia	0	0.00%	1	0.45%	33	0.19%
Botswana	0	0.00%	0	0.00%	5	0.03%
Other	0	0.00%	0	0.00%	121	0.70%
Unknown	1	0.47%	3	1.36%	126	0.73%
	<b>212</b>	<b>100.00%</b>	<b>220</b>	<b>100.00%</b>	<b>17 279</b>	<b>100.00%</b>

	FOR THE QUARTER APR 15 - JUN 15	% of PROBLEM GAMBLING REFERRAL CALLS	FOR THE QUARTER JUL 15 - SEPT15	% of PROBLEM GAMBLING REFERRAL CALLS	TOTAL FROM JUNE 2000 TO SEPT 2015	% of PROBLEM GAMBLING CALLS
<b>MARITAL STATUS:</b>						
Married	140	66.04%	126	57.27%	9 408	54.45%
Divorced	14	6.60%	25	11.36%	1 830	10.59%
Single	46	21.70%	52	23.64%	4 989	28.87%
Widowed	5	2.36%	7	3.18%	514	2.97%
Separated	6	2.83%	5	2.27%	324	1.88%
Unknown	1	0.47%	5	2.27%	214	1.24%
	<b>212</b>	<b>100.00%</b>	<b>220</b>	<b>100.00%</b>	<b>17 279</b>	<b>100.00%</b>
<b>SEX:</b>						
Male	141	66.51%	154	70.00%	10 444	60.44%
Female	69	32.55%	63	28.64%	6 736	38.98%
Unknown	2	0.94%	3	1.36%	99	0.57%
	<b>212</b>	<b>100.00%</b>	<b>220</b>	<b>100.00%</b>	<b>17 279</b>	<b>100.00%</b>
<b>AGE:</b>						
20	4	1.89%	4	1.82%	409	2.37%
20 - 40	100	47.17%	100	45.45%	8 495	49.16%
40 - 60	95	44.81%	101	45.91%	7 074	40.94%
60+	13	6.13%	15	6.82%	343	1.99%
Unknown	0	0.00%	0	0.00%	958	5.54%
	<b>212</b>	<b>100.00%</b>	<b>220</b>	<b>100.00%</b>	<b>17 279</b>	<b>100.00%</b>
<b>LANGUAGE PREFERENCE:</b>						
English	159	75.00%	180	81.82%	12 748	73.78%
Afrikaans	26	12.26%	16	7.27%	2 364	13.68%
Xhosa	7	3.30%	9	4.09%	102	0.59%
Zulu	14	6.60%	6	2.73%	185	1.07%
Sotho	4	1.89%	6	2.73%	104	0.60%
Vernacular	1	0.47%	1	0.45%	1 527	8.84%
Other	1	0.47%	2	0.91%	249	1.44%
	<b>212</b>	<b>100.00%</b>	<b>220</b>	<b>100.00%</b>	<b>17 279</b>	<b>100.00%</b>
<b>EMPLOYMENT:</b>						
Employed	111	52.36%	115	52.27%	10 359	59.95%
Unemployed	33	15.57%	33	15.00%	2 323	13.44%
Optionally unemployed (eg housewife)	6	2.83%	5	2.27%	402	2.33%
Part-time / Temp	13	6.13%	37	16.82%	649	3.76%
Self-employed	36	16.98%	23	10.45%	2 544	14.72%
Retired	0	0.00%	2	0.91%	66	0.38%
Pensioner	8	3.77%	2	0.91%	476	2.75%
Dependant	2	0.94%	3	1.36%	173	1.00%
Unknown	3	1.42%	0	0.00%	287	1.66%
	<b>212</b>	<b>100.00%</b>	<b>220</b>	<b>100.00%</b>	<b>17 279</b>	<b>100.00%</b>

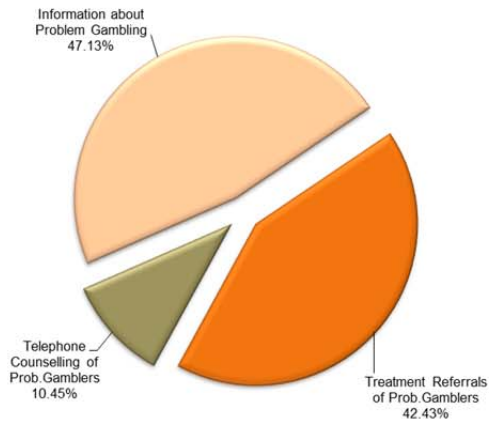
	FOR THE QUARTER APR 15 - JUN 15	% of PROBLEM GAMBLING REFERRAL CALLS	FOR THE QUARTER JUL 15 - SEPT15	% of PROBLEM GAMBLING REFERRAL CALLS	TOTAL FROM JUNE 2000 TO SEPT 2015	% of PROBLEM GAMBLING CALLS
<b>RELATED PROBLEMS:</b>						
Previous Gambling Treatment	16	8.94%	11	6.25%	1 524	8.82%
Alcohol / Drug Problem	49	27.37%	39	22.16%	1 552	8.98%
Other Psychiatric Problems	0	0.00%	0	0.00%	1 361	7.88%
Suicidal Ideation	0	0.00%	0	0.00%	3 150	18.23%
Gamblers Anon Attendance	23	12.85%	22	12.50%	971	5.62%
Casino Exclusions	68	37.99%	64	36.36%	3 712	21.48%
Criminality	23	12.85%	40	22.73%	1 884	10.90%
<b>TYPE OF GAMBLING:</b>						
Casino Slots/Tables	95	44.81%	88	40.00%	9 181	53.13%
Non-Casino Slots (LPM's)	34	16.04%	46	20.91%	478	2.77%
Casino Table Games	38	17.92%	25	11.36%	3 359	19.44%
Bookmakers (Horses, sports etc)	1	0.47%	8	3.64%	400	2.31%
Lottery	3	1.42%	11	5.00%	94	0.54%
Scratch cards	1	0.47%	3	1.36%	22	0.13%
Internet gambling	12	5.66%	14	6.36%	256	1.48%
Bingo	0	0.00%	0	0.00%	21	0.12%
Private gambling	6	2.83%	10	4.55%	268	1.55%
Tote	4	1.89%	5	2.27%	362	2.10%
Other	1	0.47%	2	0.91%	230	1.33%
More than one	17	8.02%	8	3.64%	2 216	12.82%
Unknown	0	0.00%	0	0.00%	392	2.27%
	212	100.00%	220	100.00%	17 279	100.00%
<b>SOURCE OF COUNSELLING LINE NO</b>						
Press Coverage & Media	52	24.53%	55	25.00%	6 387	36.96%
Via Collateral in gambling venues	80	37.74%	72	32.73%	7 106	41.13%
Via Staff in gambling venues	24	11.32%	29	13.18%	873	5.05%
Gamblers Anonymous	6	2.83%	10	4.55%	315	1.82%
NRGP Website	18	8.49%	19	8.64%	736	4.26%
Gambling Board	12	5.66%	13	5.91%	509	2.95%
Can't recall	8	3.77%	8	3.64%	898	5.20%
More than one	12	5.66%	14	6.36%	455	2.63%
	212	100.00%	220	100.00%	17 279	100.00%



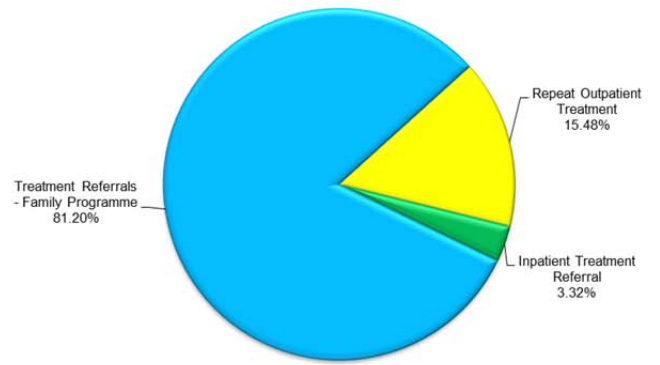
**NATIONAL OUTPATIENT TREATMENT  
STATISTICS**

	FOR THE QUARTER APR 15 - JUN 15	% of PROBLEM GAMBLING REFERRAL CALLS	FOR THE QUARTER JUL 15 - SEPT15	% of PROBLEM GAMBLING REFERRAL CALLS	TOTAL FROM JUNE 2000 TO SEPT 2015	% of PROBLEM GAMBLING CALLS
No of PGs referred via Family Programme	32		49		2 403	
<b>REFERRAL DATA:</b>						
Patients referred for out-patient treatment	259		257		18 274	
Total first appointments made	135	52.12%	123	47.86%	13 887	75.99%
Total first appointments met ie patient actually arrived	115	85.19%	94	76.42%	11 544	83.13%
No of patients completing Programme	83	72.17%	76	80.85%	4 836	41.89%
No of patients arriving for follow-up session	32	27.83%	40	42.55%	2 777	24.06%

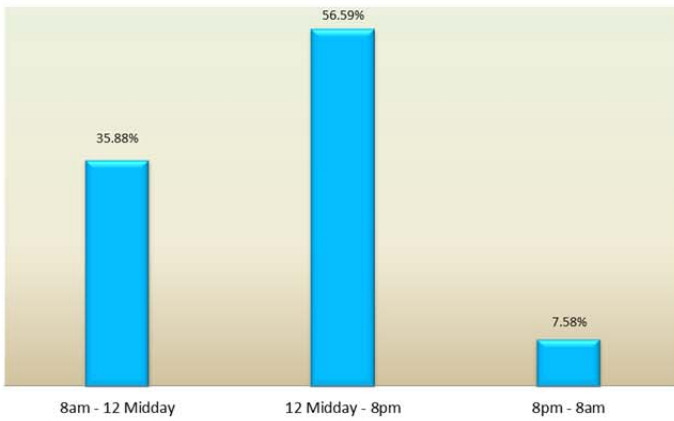
**PROBLEM GAMBLING CALLS**  
since inception to Sept 2015



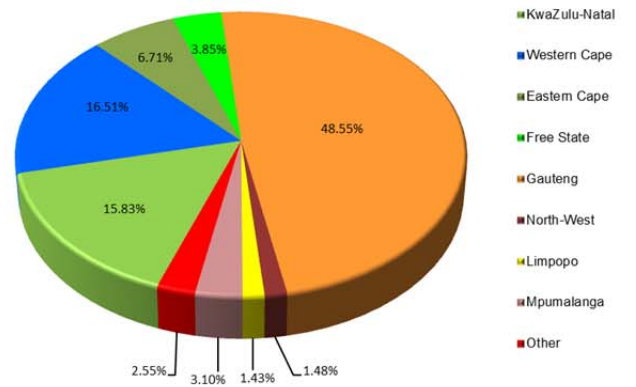
**OTHER PROB GAMBLING REFERRALS:**  
since inception to Sept 2015



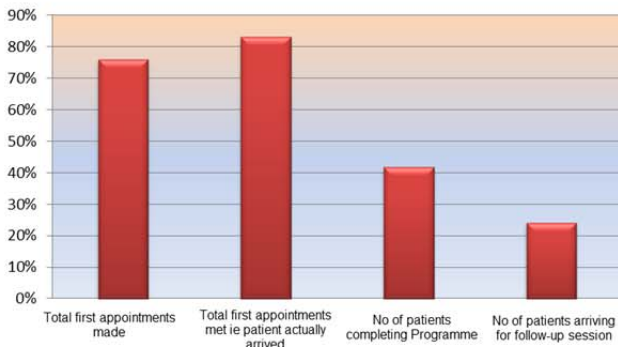
**TIME OF CALL**  
since inception to Sept 2015



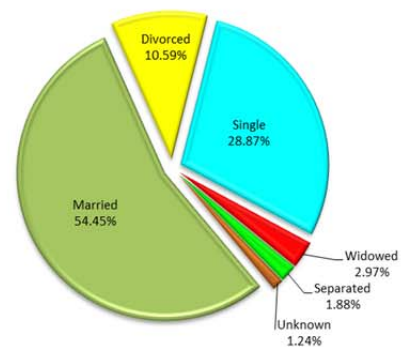
**AREA:**  
since inception to Sept 2015



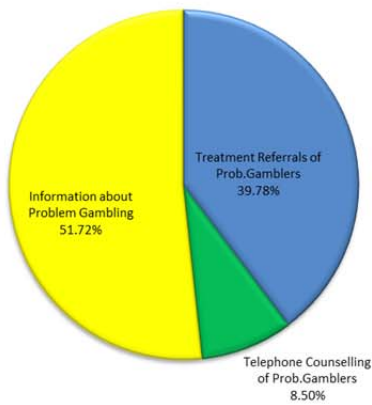
**NATIONAL OUTPATIENT TREATMENT STATISTICS**  
since inception to Sept 2015



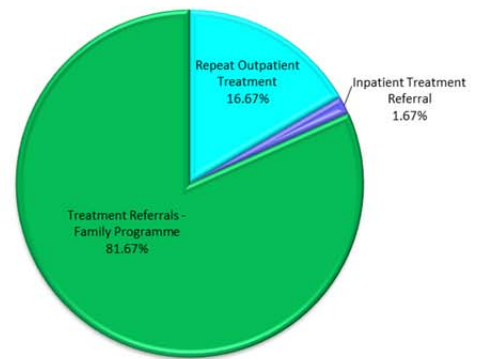
**MARITAL STATUS:**  
since inception to Sept 2015



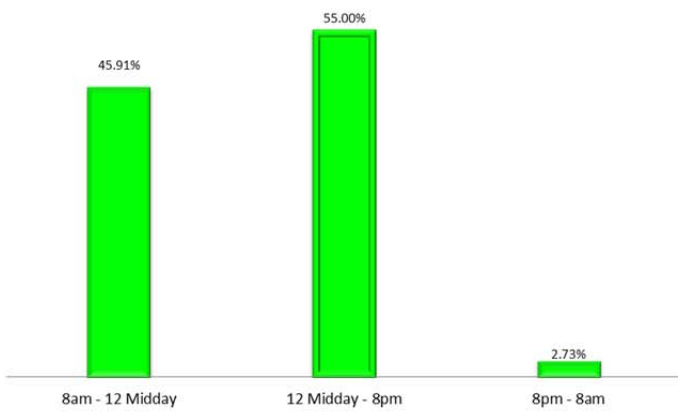
**PROB GAMBLING CALLS**  
for the quarter July to Sept 2015



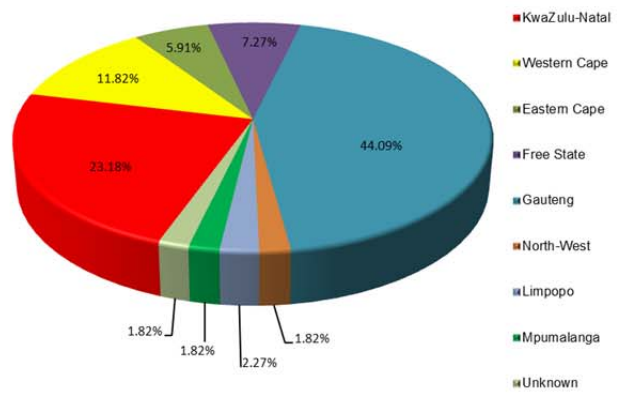
**OTHER PROB GAMBLING REFERRALS:**  
for the quarter July to Sept 2015



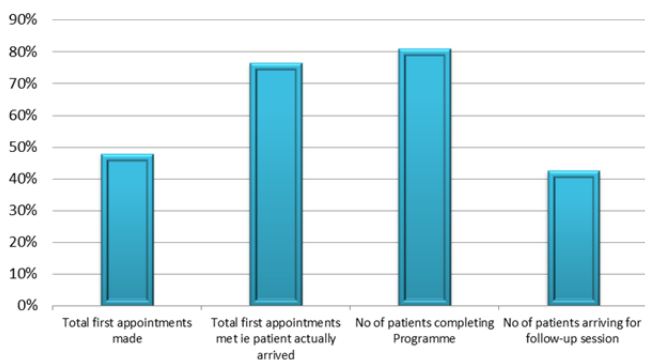
**TIME OF CALL**  
for the quarter July to Sept 2015



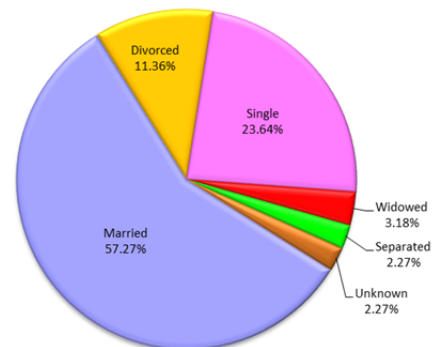
**AREA:**  
for the quarter July to Sept 2015

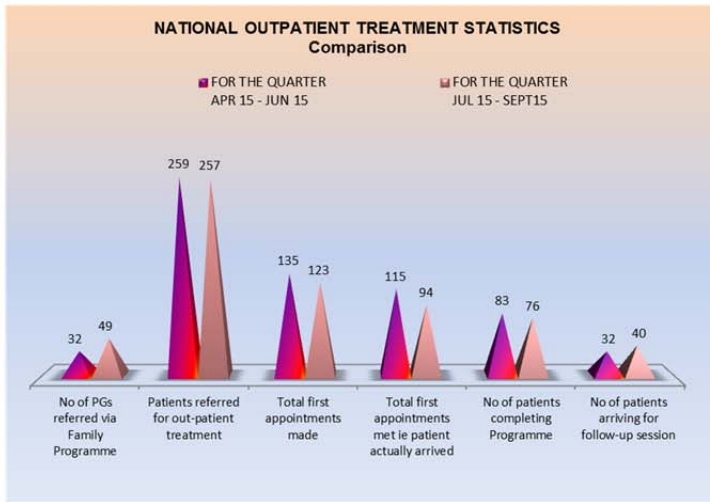
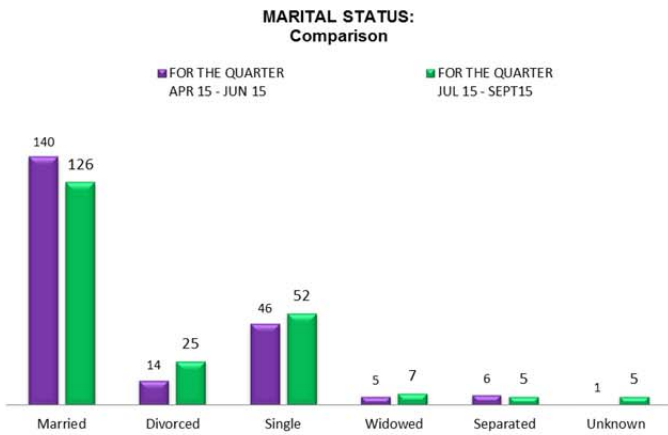
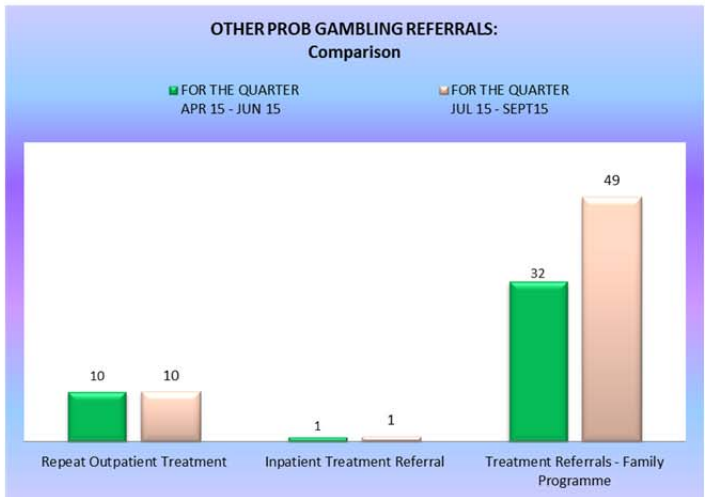
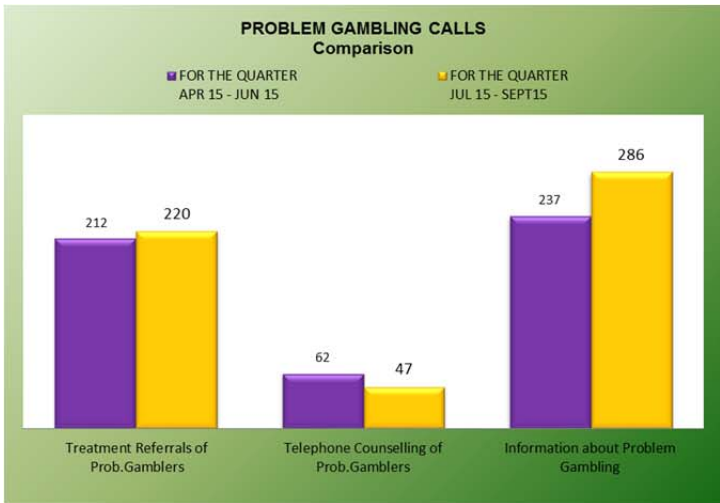


**NATIONAL OUTPATIENT TREATMENT STATISTICS**  
for the quarter July to Sept 2015



**MARITAL STATUS:**  
for the quarter July to Sept 2015





**National Responsible Gambling Programme  
Budget vs Costs March 2015 to September 2015**

Description	Budget 01/03/2015 to 28/02/2016	Actual Costs 1/03/2015 to 30/09/2015	Balance budget as at 30/09/2015
Treatment and Counselling	6 431 837.00	3 287 830.88	3 144 006.12
Public Awareness	6 678 574.00	1 382 298.59	5 296 275.41
Research	400 000.00	-	400 000.00
Mentorship	450 000.00	326 198.66	123 801.34
Industry Training	950 000.00	453 082.79	496 917.21
National Schools	1 331 500.00	538 068.80	793 431.20
Admin and General - JHB	493 090.00	270 399.88	222 690.12
Admin and General - CPT	428 838.00	263 364.51	165 473.49
Admin and General - CM	3 679 681.00	2 849 586.26	830 094.74
<b>TOTAL</b>	<b>20 843 520.00</b>	<b>9 370 830.37</b>	<b>11 472 689.63</b>