

EXECUTIVE SUMMARY

Of note during the first quarter was the official announcement of the resignation of Mrs Nana Magomola as Executive Director of the NRGP, as well as the appointment by the chairperson Mr Vincent Maphai of Mr Dave Webster as Acting Executive Director.

The following members have joined the **Board of the SA Responsible Gambling Foundation**: Warren Conrad of Grand Parade Investments Ltd; Mpho Ramafalo, Executive Director: Business Development and Risk Management of the racing and totalisator betting group Phumelela Gaming & Leisure Ltd; and Ms Althea Lapoorta, vice-chairman of the WCGRB.

During the period under review, the NRGP **training division** presented responsible gambling training to 721 employees in the gambling sector throughout South Africa; a significant increase on the same quarter last year where we trained 527 employees. We trained facilitator/actors for Shine Solutions, who do important work in Gauteng, educating learners in high schools and the public at large at payout points. An employee wellness day held at Montecasino was attended by the NRGP.

The National Schools Programme sees Mpumalanga and the Northern Cape piloting the *Taking Risks Wisely* programme for Grades 10-12 after successful teacher training sessions in June and July 2014 respectively. Since no staff training may take place in the 4th quarter in schools, we had to wait until early 2015 to get two additional provinces on board for the pilot programme.

Given the enthusiastic response from the teachers who attended the training sessions in 2014, both the Mpumalanga and the Northern Cape Education Departments approached the NRGP with a request for an additional teacher training session aimed at different teachers. The timeline for the next quarter will include collation and analysis of teacher and student feedback and arranging feedback workshops with the teachers.

The **treatment and counselling division** saw a steep increase in calls and referrals in January compared to December 2014. 461 problem gambling related calls were received compared to 349 in the last quarter of 2014 – an increase of 32%. 84 new referrals were made in January 2015 versus 58 in December 2014. Eighteen family referrals were made compared to 10 in December 2014.

The counselling line received 150 calls requesting information about problem gambling in the first quarter compared to 82 in the fourth quarter of 2014. This is almost a 50% increase and means that more people are aware of the NRGP.

The Crisis Management portfolio was renamed to **Mentorship Programme** in March of this quarter. During the past four years support/mentoring to casino employees has emerged as the main function, rather than trauma debriefing/crisis intervention that was originally foreseen as the main function. Eight casino visits took place during the quarter with 38 sessions reaching 234 delegates and a total of 92 mentoring hours.

Work continued in **Gauteng** with 2450 student's participating in the campus carnival games held in March, 13 school visits reaching 11 257 learners, 75 paypoint visits, 60 visits to transport hubs and 15 community events held.

To reach the student population through the college outreach programme, a carnival was held on the campuses of three participating universities – the Vaal University of Technology (VUT) and the Tshwane University of Technology (TUT) respectively on Tuesday and Wednesday, 11 & 12 March, and Wits University on Wednesday, 18 March.

The carnival games attracted about 1 000 participants on the VUT campus, about 800 on the TUT campus and about 650 students at WITS – totalling 2 450. The event was featured in an article and photograph in the weekly publication Vuvuzela, which has a print run of 10 000 copies

A training session for the usual facilitators from Shine Solutions and additional promoters from Student Village took place on Friday, 6 March.

The GGB's outreach target for the year - 229 809 - has already been exceeded: with a recorded tally of exposure to (at least) and interaction with (at best) an estimated 307 738 people across a broad demographic spectrum at 700 events/visits/venues.

A detailed report on Gauteng activities are reported on separately in the Gauteng Quarterly Report.

QUARTERLY REPORT FOR NRGF JANUARY – MARCH 2015

FUNDED BY THE GAMBLING INDUSTRY

PUBLIC EDUCATION & AWARENESS

Overview

During this quarter the resignation of Mrs Nana Magomola as Executive Director of the NRGF was officially announced, as well as the appointment by the chairperson Mr Vincent Maphai of Mr Dave Webster as Acting Executive Director. A strategy meeting to discuss the way forward was held on 23 March with the SARGF staff and NRGF service providers.

The following members have joined the Board of the SA Responsible Gambling Foundation:

Warren Conrad of Grand Parade Investments Ltd; Mpho Ramafalo, Executive Director: Business Development and Risk Management of the racing and totalisator betting group Phumelela Gaming & Leisure Ltd; and Ms Althea Lapoorta, vice-chairman of the WCGRB.

Liaison with other Gambling Boards

The newly appointed Acting Executive Director of the NRGF, Mr Dave Webster, attended the Responsible Gambling Forum hosted by the Western Cape Gambling & Racing Board on 19 March. Other NRGF representatives in attendance were Dr Adele Pretorius, Dr Heidi Sinclair, Ms Natalie Bossi, and Ms Hazel Petrig.

Publicity

Both Dr Adele Pretorius and Dr Heidi Sinclair were interviewed on the SABC/TV “Current affairs” and Weekend programmes, respectively on Friday, 20 March 2015 at 13h30, and on Saturday, 24 January 2015.

The latest academic article published in prestigious journals recently, in the *Journal of Gambling Studies* – was published online first. The paper is titled: *Clinical Profile and Psychiatric Comorbidity of Treatment-Seeking Individuals with Pathological Gambling in South Africa* by Heidi Sinclair, Sonja Pasche, Adele Pretorius and Dan J Stein

Special Events

Conferences

The NRGF was represented at the Western Cape Responsible Gambling Summit hosted by the Western Cape Gambling and Racing Board from 12 to 14 March by Barbara Booyens, Mentorship Programme Manager, and telephone counsellors Johan Arries, Gugulethu Cebekhulu and Mashudu Netshivungululu, as well as the SARGF Chairman Vincent Maphai.

The Treatment Director, Dr Adele Pretorius, and Professor Dan Stein of the University of Cape Town’s Department of Psychiatry and Mental Health, delivered a joint presentation on “Gambling Disorder and associated comorbidities”, with Professor Stein providing an overview of psychiatry as a science and its role in treating mental illness.

Dr Pretorius illustrated the aetiology of gambling disorder by way of a case study. She provided an overview of the evolution of the diagnostic category of pathological gambling and gambling disorder, according to the DSM 5. She outlined the diagnostic criteria and

also discussed gambling disorder Vis a Vis other addictions. She outlined the NRGP treatment services and the programme that is followed by the NRGP.

J&B Met

In addition to the usual advertising and Teletrack advertising that accompanies the J&B Met horse race held in Cape Town at the end of January each year, this year the NRGP presence was augmented by Mrs Matshediso Matsapola displaying banners and handing out collateral to race-goers.



Corporate Wellness Days

The NRGP's contract with the **Health Society of South Africa** is in the process of being renewed. This collaboration ensures 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 distribution in information packs.



Unilever again invited the NRGP to participate in its corporate wellness event in Boksburg, on 26 February and 3, 4 and 9 March over four days, alongside other wellness practitioners. The average attendance daily was about 130 employees, and the estimated audience over the entire period about 550. The audience filtered through in an orderly fashion, giving them time to engage with facilitators on duty – Michael Mncube and Thato Cele.

The NRGP was among more than 40 exhibitors represented at the Wellness Day staged over three different levels of the Teatro of **Montecasino** on Wednesday, 27 January, 2015. This event counts as one of the largest wellness days that the NRGP has been involved in.

The NRGP stand was situated on the top floor, so not in the main thoroughfare, but was visited by approximately 200 people, mainly staff members of the casino/hotel complex.

TRAINING

During the period January to March of 2015, the NRGP training division presented responsible gambling training to 721 employees in the gambling sector throughout South Africa; a significant increase on the same quarter last year where we trained 527 employees. We trained facilitator/actors for Shine Solutions, who do important work in Gauteng, educating learners in high schools and the public at large at payout points.

Overview

The Basic Course was attended by 304 casino employees and 216 delegates from the horse racing and sports betting sectors. The Eastern Cape Gambling and Betting Board attended the NRGP Regulators Course. An issue, which typically generates much debate is self-exclusion, a process which for years now has been problematic, especially in terms of implementation and so-called “up-liftment”. The NRGP continues to make its recommendations in the absence of proper legislation and guidance from the National Gambling Board. We recommend a one year period of self-exclusion, no possibility of upliftment and that the gambler be strongly motivated to contact the NRGP counselling line in the hope of, at best, convincing them to enter the treatment programme and, at least, to discuss the advantages and disadvantages of self-exclusion with a counsellor. Once the call has been made, our counsellors take it upon themselves to follow up with the caller over a period of eighteen months, in order to make every effort to support and offer assistance.

As far as the casino sector goes, responsible gambling training was conducted at several casino’s which have not received this training for several years, and it is reassuring to see that these operators have come on board again. Training in Gauteng, where roughly 50% of gambling spend occurs in South Africa, got off to a steady start with the main casinos requesting training in the first quarter. Most of the big casinos conduct training on a monthly basis for new and existing staff. The Western Cape, continued its pattern of increasing online betting operations, whose employees requested the necessary training. Training in Kwa Zulu Natal continued for a few regular customers, who ensure their new and experienced staff receive responsible gambling training. The Eastern Cape, on the other hand, has seen an explosive increase in operators in the Bingo and LPM sectors, and these are all in the process of training their employees. Established operators, like VSlots and Marshalls World of Sports also continue to provide training to their employees in this and other provinces.

The year ahead is set to be a challenging one. We aim to continue to provide a high standard of training to all delegates, to meet all training requests within our budgetary

means and to improve and strengthen all our relationships with our stakeholders, such as the provincial gambling boards, the industry and affiliated bodies such as the Gamblers Anonymous. We intend to do this not just within the context of working in South Africa, but taking cognizance of the fact that we are part of the African continent. In this respect, we will continue to liaise and work with our immediate and more distant neighbours, who are grappling with problem gambling in environments less regulated and where treatment is not readily available.

NRGP Basic Course training according to sector

- **Casinos**

The Basic Course was attended by 304 casino staff members during the quarter:

Gauteng: Silverstar – 9 Montecasino – 45, Emperor’s Palace – 31, Gold Reef – 25, Emerald Casino – 11.

Eastern Cape: Hemingways Casino, East London - 33.

Free State: Goldfields, Welkom - 31

Northern Cape: Desert Palace Casino - 11, Mmabatho Palms, Mafikeng - 56

Kwa Zulu Natal: Suncoast Casino, Durban - 52

- **Horse Racing, Bookmakers, Betting and Tote:**

The Basic Course was attended by 216 staff members from the horse racing and betting sectors.

Western Cape: Betting World – 32

Olimp Betting Bar – 21

Kenilworth Racing – 96

Stanjames - 25

Sunbet – 6

Grandplay – 3

Sportingbet.com – 1

Kwa Zulu Natal: Marshalls World of Sport – 13

Hollywood Bets - 19

- **Limited Payout Machine Sector (LPM):**

Eastern Cape: VSlots site owner’s conference - 100

- **Bingo:**

Kwa Zulu Natal: Galaxy Bingo - 28

- **Regulators**

Eastern Cape: Eastern Cape Gambling & Betting Board - 8

- **Other:**

Gauteng: Shine Solutions – 25

Wellness Day at Montecasino - 40

NATIONAL SCHOOLS PROGRAMME

Main objectives for January – March 2015

1. Set up appointments with Provinces to pilot the *Taking Risks Wisely (TRW)* programme.
2. Plan for and present teacher training workshops in the pilot provinces

Achievements of objectives

1. Setting up meetings with Provinces (Western Cape and Free State)

Mpumalanga and the Northern Cape are piloting the *Taking Risks Wisely* programme for Grades 10-12 after successful teacher training sessions in June and July 2014 respectively. Since no staff training may take place in the 4th quarter in schools, we had to wait until early 2015 to get two additional provinces on board for the pilot programme.

Given the enthusiastic response from the teachers who attended the training sessions in 2014, both the Mpumalanga and the Northern Cape Education Departments approached the NRGPP with a request for an additional teacher training session aimed at different teachers. Natalie Bossi liaised with the Provincial Directors to set up suitable dates for the additional training sessions and to select new schools and teachers for the pilot.

After initial communications with the Western Cape Education Department (Cape Town Metropole East Region), and a prior meeting with educational facilitators, Dr Patti Silbert and Ms Ferial Parker who manage the UCT Schools Improvement Initiative, a formal meeting was set up with the relevant Western Cape Director and Subject Advisors for Life Orientation, FET phase on February 5, 2015.

After many failed attempts to make contact with the Life Orientation section in the Free State province, Prof Nelleke Bak was phoned by the Director asking that the NRGPP select the province for its pilot. When prodded to establish why the contact after so many years of silence, both the Director of Life Orientation for Grades 7-9 as well as the one for Grades 10-12 admitted that they had heard such good things about the programme from the other provincial directors that they wanted it for the Free State. On February 27, Nelleke Bak and Bathi Ngoma flew to Bloemfontein to meet with the two Directors and to discuss arrangements for the teacher training session.

It was decided that we would not involve any more provinces or schools for the *Taking Risks Wisely Grades 10-12* pilot project because we have reached a substantive number of about 250 teachers who will have been taken through the pilot of Grades 10-12 and who have been tasked with providing feedback on the programme.

2. Completed and anticipated teacher training workshops

The teacher training workshops for the pilot project for Grades 10-12 are:

Status	Province	Dates	Attendees
Completed	Mpumalanga, Witbank	June 27-28	36
Completed	Northern Cape, Upington	July 26-27	48
Completed	Western Cape, Cape Town	March 7	38
Completed	Northern Cape, Upington	March 13-14	39
Anticipated	Mpumalanga, Hazyview	April 24-25	50
Anticipated	Free State, Bloemfontein	May 8-9	50

Feedback from the 161 teachers who have been trained thus far, the feedback on the teacher training workshops has been exceptionally enthusiastic with almost unanimous scores of “excellent” in all the categories. This is particularly noteworthy since the workshops are held on a Saturday so as not to encroach on school time. Every teacher attending the workshop is therefore there during family or weekend time.

Each training session attendee receives:

- A 349-page manual
- 10 comic books on Taking Risks Wisely
- A template of the workbook for learners in Grade 10, 11 and 12
- A pre-lesson and post-lesson survey (to be completed by all learners in the pilot)
- A teacher survey feedback form (to be completed by all teachers who will be implementing the programme or will be teaching some of the units)
- Workshop handouts with additional examples of learning activities
- A flashdrive with the above information
- A backpack with the NRGP logo and the Taking Risks Wisely motif.

In our completed workshops we were once again reminded of the significant teacher appreciation for being valued. Whereas Maths/Science and Language teachers are seen to get lots of corporate support, Life Orientation teachers feel marginalized and exploited. By hosting the teacher workshops in a nice venue, and by giving Life Orientation teachers all the above resources, the NRGP gains enormous kudos.

3. Timeline for the next 6 months and beyond

- **May 2015 - October 2015:**
 - 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:**
 - 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*



Cape Town session (March 7)



Getting down to work!

TREATMENT AND COUNSELLING

1. Overview

The first quarter normally starts off with a steep increase in calls and referrals in January compared to December 2014. 461 problem gambling related calls were received compared to 349 in the last quarter of 2014 – an increase of 32%. 84 new referrals were made in January 2015 versus 58 in December 2014. 18 Family referrals were made compared to 10 in December 2014.

A new Treatment Professional, Dr Msizi Ndlovu, a clinical psychologist, was appointed to the treatment network in Newcastle, subsequent to the previous person relocating to Durban.

2. Treatment Programme

(i) Outpatient Programme

232 new problem gambler referrals were made in this quarter and 10 problem gamblers requested to be referred for treatment again. 63 new family referrals were made in this period.

(ii) Inpatient Treatment

One person was admitted for inpatient treatment by Dr Sinclair. Where possible, we admit our clients to Ixande Clinic in Kenilworth. This ensures that Dr Sinclair can consult the client whilst in treatment. This means more comprehensive care for our clients with a psychiatrist monitoring the treatment and consulting with staff members as well as family members where practicable.

3. Counselling Line

(i) Counselling Line statistics

A total number of 1041 calls were received during the fourth quarter. Roughly 30% were referred to our outpatient problem gambler or family program. The other calls were about information about problem gambling or counselling calls and about 37% of calls were not related to the work of the NRGF, i.e. requests for information about competitions, results or other casino activities.

150 calls requesting information about problem gambling were received in the first quarter compared to 82 in the fourth quarter of 2014. This is almost a 50% increase and means that more people are aware of the NRGF.

62% of the problem gamblers referred for therapy were male and 38% female. 76% of problem gamblers referred were employed.

37,5% of referrals for outpatient treatment were self-exclusion upliftments.

During this quarter 30% of those referred had suicidal ideation compared to 15% in the previous quarter. This may relate to the time of year, where most people are hopeful and positive about the year ahead but most gamblers start the New Year having gambled away their Christmas bonuses. All suicidal clients are treated according to a specific

protocol, with the NRGP psychiatrist getting involved and red flagging to the therapist to whom the client is referred, to ensure a prompt response.

(ii) Telephone Counsellors

Two telephone counsellors were accepted to enrol in the Past Graduate Diploma in Addictions Care offered by the University of Cape Town, Department of Psychiatry. The program runs over two years.

Once a month during the weekly supervision sessions with the counsellors a relevant therapeutic topic is presented by either Dr Sinclair or Dr Pretorius or an external professional. The topics of “transference and counter-transference in the therapeutic relationship” were covered in this quarter.

4. Awareness

Awareness on all fronts is critically important for the program, considering that only around 10% of problem gamblers seek help.

Dr Sinclair has been involved in the following awareness activities:

- Lectured 2 sessions about gambling addiction at the University of Cape Town’s Department of Psychiatry to students completing a post graduate diploma in addictions care.

Dr Pretorius:

- Participated in a panel discussion about problem and responsible gambling on SAFM – which has about half a million listeners.
- Participated in a panel discussion on SABC 1.

MENTORSHIP PROGRAMME

Overview

After consultation with various parties it was decided that the Crisis Management portfolio would be renamed the Mentorship Programme from March 2015 as this would be more descriptive of its function. After providing the service for four years, support/mentoring to casino employees has emerged as the main function, rather than trauma debriefing/crisis intervention that was originally foreseen as the main function

While continuing with visits to units at Tsogo Sun and Peermont, which subscribe fully to the programme, the mentorship manager is concentrating on Sun International casinos and has found the response very positive. While visiting casinos, the mentorship manager requests short meetings with General Managers or senior managers of the various units to keep them informed of the progress of the programme as well as to ascertain whether any further assistance is required. It is often gratifying to see how many employees are willing to attend the mentorship sessions. The main objective is to create an atmosphere of trust and this can become difficult when groups are too big.

Casinos visited	Casinos scheduled	Casinos pending
Mykonos	Meropa	Montecasino
Blackrock	Garden Route	Boardwalk
Morula	Caledon	Wild Coast
Graceland	Silverstar	
Carousel	Montecasino	
Emnotweni	Flamingo	
Golden Horse	Windmill	
Suncoast	Frontier	

STATISTICS	
Casinos visited	8
Sessions	38
Delegates	234
Individual sessions	4
Mentoring hours	92

Conclusion

The mentorship manager attended the Western Cape Racing and Gambling Board summit on 13th March 2015 and found the topics very informative especially regarding the future use of technology in gambling and also advancing the message of responsible gambling in South Africa. Ethical questions around how far a person should be regulated by government without his rights being violated were most interesting as well. It was extremely heartening to hear how interested delegates were in addictions and the treatment offered by the NRGP.

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 OCT - DEC 2014	% of PROBLEM GAMBLING CALLS	FOR THE QUARTER JAN - MAR 2015	% of PROBLEM GAMBLING CALLS	FROM JUNE 2000 TO MARCH 2015	% OF PROBLEM GAMBLING CALLS
Treatment Referrals of Prob.Gamblers	222	72.08%	232	59.95%	16 847	42.48%
Telephone Counselling of Prob.Gamblers	4	1.30%	5	1.29%	4 145	10.45%
Information about Problem Gambling	82	26.62%	150	38.76%	18 669	47.07%
	308	100.00%	387	100.00%	39 661	100.00%

OTHER PROB GAMBLING REFERRALS :

Repeat Outpatient Treatment
Inpatient Treatment Referral
Treatment Referrals - Family Programme

	FOR THE QUARTER OCT - DEC 2014	% of PROBLEM GAMBLING CALLS	FOR THE QUARTER JAN - MAR 2015	% of PROBLEM GAMBLING CALLS	FROM JUNE 2000 TO MARCH 2015	% OF PROBLEM GAMBLING CALLS
Repeat Outpatient Treatment	8	19.51%	10	13.51%	624	15.32%
Inpatient Treatment Referral	0	0.00%	1	1.35%	136	3.34%
Treatment Referrals - Family Programme	33	80.49%	63	85.14%	3 313	81.34%
	41	100.00%	74	100.00%	4 073	100.00%

TOTAL NO OF PROB GAMBLING CALLS

349

461

43 734

OTHER CALLS:

General Enquiries
Hoaxes
Silent
Wrong No's
Problem Gambler info

	FOR THE QUARTER OCT - DEC 2014	% of PROBLEM GAMBLING CALLS	FOR THE QUARTER JAN - MAR 2015	% of PROBLEM GAMBLING CALLS	FROM JUNE 2000 TO MARCH 2015	% OF PROBLEM GAMBLING CALLS
General Enquiries	454	44.60%	395	37.94%	106 432	31.62%
Hoaxes	24	2.36%	23	2.21%	79 148	23.52%
Silent	101	9.92%	131	12.58%	67 634	20.09%
Wrong No's	90	8.84%	31	2.98%	39 591	11.76%
Problem Gambler info	0	0.00%	0	0.00%	44	0.01%
	669	65.72%	580	55.72%	292 849	87.01%

TOTAL NO OF CALLS TO COUNSELLING LINE

1018

1 041

336 583

OTHER DATA

TIME OF CALL(PROBLEM GAMBLER):

8am - 12 Midday

12 Midday - 8pm

8pm - 8am

	FOR THE QUARTER OCT - DEC 2014	% of PROBLEM GAMBLING CALLS	FOR THE QUARTER JAN - MAR 2015	% of PROBLEM GAMBLING CALLS	FROM JUNE 2000 TO MARCH 2015	% of PROBLEM GAMBLING CALLS
8am - 12 Midday	76	34.23%	85	36.64%	6 027	35.77%
12 Midday - 8pm	145	65.32%	143	61.64%	9 518	56.50%
8pm - 8am	1	0.45%	4	1.72%	1 302	7.73%

FAMILY PROGRAMME REFERRALS - RELATIONSHIP TO THE GAMBLER

Spouse/Partner

Parent

Child

Sibling

Other eg friend, casino staff etc

	FOR THE QUARTER OCT - DEC 2014	% of PROBLEM GAMBLING CALLS	FOR THE QUARTER JAN - MAR 2015	% of PROBLEM GAMBLING CALLS	FROM JUNE 2000 TO MARCH 2015	% of PROBLEM GAMBLING CALLS
Spouse/Partner	18	54.55%	28	60.87%	2 087	63.36%
Parent	4	12.12%	7	15.22%	374	11.35%
Child	6	18.18%	5	10.87%	438	13.30%
Sibling	2	6.06%	2	4.35%	199	6.04%
Other eg friend, casino staff etc	3	9.09%	4	8.70%	196	5.95%
Total	33	100.00%	46	100.00%	3 294	100.00%

FAMILY PROGRAMME REFERRALS - COUNSELLING PROGRAMME

Counselling

Intervention Planning

Both (Counselling and Intervention)

	FOR THE QUARTER OCT - DEC 2014	% of PROBLEM GAMBLING CALLS	FOR THE QUARTER JAN - MAR 2015	% of PROBLEM GAMBLING CALLS	FROM JUNE 2000 TO MARCH 2015	% of PROBLEM GAMBLING CALLS
Counselling	13	39.39%	46	100.00%	1 504	45.66%
Intervention Planning	20	60.61%	0	0.00%	1 622	49.24%
Both (Counselling and Intervention)	0	0.00%	0	0.00%	168	5.10%
Total	33	100.00%	46	100.00%	3 294	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 OCT - DEC 2014	% of PROBLEM GAMBLING REFERRAL CALLS	FOR THE QUARTER JAN - MAR 2015	% of PROBLEM GAMBLING REFERRAL CALLS	FROM JUNE 2000 TO MARCH 2015	% of PROBLEM GAMBLING REFERRAL CALLS
KwaZulu-Natal	51	22.97%	63	27.16%	2 634	15.63%
Western Cape	28	12.61%	36	15.52%	2 802	16.63%
Eastern Cape	5	2.25%	17	7.33%	1 135	6.74%
Free State	8	3.60%	7	3.02%	642	3.81%
Gauteng	111	50.00%	90	38.79%	8 184	48.58%
North-West	5	2.25%	3	1.29%	247	1.47%
Limpopo	3	1.35%	5	2.16%	241	1.43%
Mpumalanga	5	2.25%	7	3.02%	527	3.13%
Northern Cape	0	0.00%	2	0.86%	145	0.86%
Lesotho	0	0.00%	0	0.00%	4	0.02%
Swaziland	0	0.00%	0	0.00%	6	0.04%
Namibia	0	0.00%	1	0.43%	32	0.19%
Botswana	0	0.00%	0	0.00%	5	0.03%
Other	0	0.00%	0	0.00%	121	0.72%
Unknown	6	2.70%	1	0.43%	122	0.72%
Total	222	100.00%	232	100.00%	16 847	100.00%

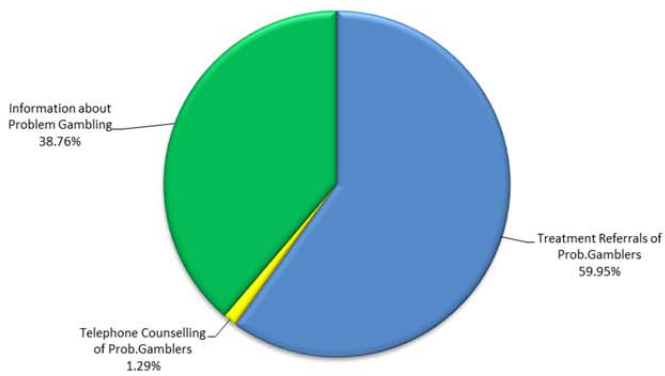
	FOR THE QUARTER OCT - DEC 2014	% of PROBLEM GAMBLING REFERRAL CALLS	FOR THE QUARTER JAN - MAR 2015	% of PROBLEM GAMBLING REFERRAL CALLS	FROM JUNE 2000 TO MARCH 2015	% of PROBLEM GAMBLING REFERRAL CALLS
MARITAL STATUS:						
Married	118	53.15%	147	63.36%	9 142	54.26%
Divorced	23	10.36%	20	8.62%	1 791	10.63%
Single	59	26.58%	53	22.84%	4 891	29.03%
Widowed	10	4.50%	6	2.59%	502	2.98%
Separated	6	2.70%	5	2.16%	313	1.86%
Unknown	6	2.70%	1	0.43%	208	1.23%
	222	100.00%	232	100.00%	16 847	100.00%
SEX:						
Male	145	65.32%	143	61.64%	10 149	60.24%
Female	75	33.78%	88	37.93%	6 604	39.20%
Unknown	2	0.90%	1	0.43%	94	0.56%
	222	100.00%	232	100.00%	16 847	100.00%
AGE:						
20	3	1.35%	2	0.86%	401	2.38%
20 - 40	105	47.30%	113	48.71%	8 295	49.24%
40 - 60	112	50.45%	103	44.40%	6 878	40.83%
60+			12	5.17%	315	1.87%
Unknown	2	0.90%	2	0.86%	958	5.69%
	222	100.00%	232	100.00%	16 847	100.00%
LANGUAGE PREFERENCE:						
English	198	89.19%	185	79.74%	12 409	73.66%
Afrikaans	12	5.41%	11	4.74%	2 322	13.78%
Xhosa			6	2.59%	86	0.51%
Zulu			18	7.76%	165	0.98%
Sotho			8	3.45%	94	0.56%
Vernacular	9	4.05%	4	1.72%	1 525	9.05%
Other	3	1.35%	0	0.00%	246	1.46%
	222	100.00%	232	100.00%	16 847	100.00%
EMPLOYMENT:						
Employed	135	60.81%	129	55.60%	10 133	60.15%
Unemployed	23	10.36%	31	13.36%	2 257	13.40%
Optionally unemployed (eg housewife)	7	3.15%	4	1.72%	391	2.32%
Part-time / Temp	12	5.41%	9	3.88%	599	3.56%
Self-employed	33	14.86%	47	20.26%	2 485	14.75%
Retired	0	0.00%	0	0.00%	64	0.38%
Pensioner	9	4.05%	4	1.72%	466	2.77%
Dependant	3	1.35%	5	2.16%	168	1.00%
Unknown	0	0.00%	3	1.29%	284	1.69%
	222	100.00%	232	100.00%	16 847	100.00%

	FOR THE QUARTER OCT - DEC 2014	% of PROBLEM GAMBLING REFERRAL CALLS	FOR THE QUARTER JAN - MAR 2015	% of PROBLEM GAMBLING REFERRAL CALLS	FROM JUNE 2000 TO MARCH 2015	% of PROBLEM GAMBLING REFERRAL CALLS
RELATED PROBLEMS:						
Previous Gambling Treatment	17	7.66%	16	6.13%	1 497	8.89%
Alcohol / Drug Problem	5	2.25%	28	10.73%	1 464	8.69%
Other Psychiatric Problems	16	7.21%	0	0.00%	1 361	8.08%
Suicidal Ideation	34	15.32%	71	27.20%	3 150	18.70%
Gamblers Anon Attendance	19	8.56%	23	8.81%	926	5.50%
Casino Exclusions	80	36.04%	87	33.33%	3 580	21.25%
Criminality	29	13.06%	36	13.79%	1 821	10.81%
TYPE OF GAMBLING:						
Casino Slots/Tables	169	76.13%	124	53.45%	8 998	53.41%
Non-Casino Slots (LPM's)	29	13.06%	20	8.62%	398	2.36%
Casino Table Games	8	3.60%	36	15.52%	3 296	19.56%
Bookmakers (Horses, sports etc)	1	0.45%	3	1.29%	391	2.32%
Lottery	1	0.45%	0	0.00%	80	0.47%
Scratch cards	0	0.00%	0	0.00%	18	0.11%
Internet gambling	2	0.90%	13	5.60%	230	1.37%
Bingo	0	0.00%	0	0.00%	21	0.12%
Private gambling	2	0.90%	10	4.31%	252	1.50%
Tote	1	0.45%	6	2.59%	353	2.10%
Other	0	0.00%	1	0.43%	227	1.35%
More than one	9	4.05%	19	8.19%	2 191	13.01%
Unknown	0	0.00%	0	0.00%	392	2.33%
	222	100.00%	232	100.00%	16 847	100.00%
SOURCE OF COUNSELLING LINE NO						
Press Coverage & Media	61	27.48%	54	23.28%	6 280	37.28%
Via Collateral in gambling venues	93	41.89%	87	37.50%	6 954	41.28%
Via Staff in gambling venues	31	13.96%	32	13.79%	820	4.87%
Gamblers Anonymous	8	3.60%	6	2.59%	299	1.77%
NRGP Website	11	4.95%	20	8.62%	699	4.15%
Gambling Board	2	0.90%	18	7.76%	484	2.87%
Can't recall	14	6.31%	5	2.16%	882	5.24%
More than one	2	0.90%	10	4.31%	429	2.55%
	222	100.00%	232	100.00%	16 847	100.00%

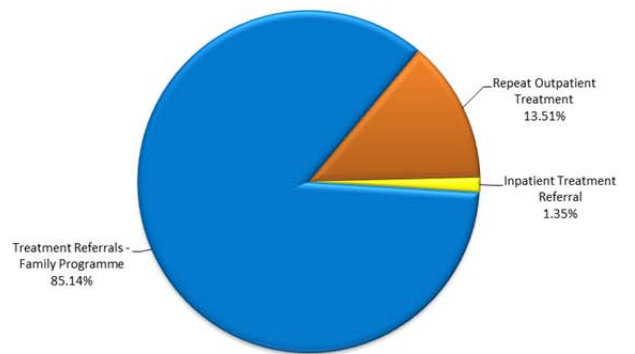
NATIONAL OUTPATIENT TREATMENT STATISTICS

	FOR THE QUARTER OCT - DEC 2014	% of PROBLEM GAMBLING REFERRAL CALLS	FOR THE QUARTER JAN - MAR 2015	% of PROBLEM GAMBLING REFERRAL CALLS	FROM JUNE 2000 TO MARCH 2015	% of PROBLEM GAMBLING REFERRAL CALLS
Family members who have undergone counselling	29		34		2 129	
REFERRAL DATA:						
Patients referred for out-patient treatment	223		218		17 299	
Total first appointments made	178	79.82%	172	78.90%	13 458	77.80%
Total first appointments met ie patient actually arrived	155	87.08%	153	88.95%	11 215	83.33%

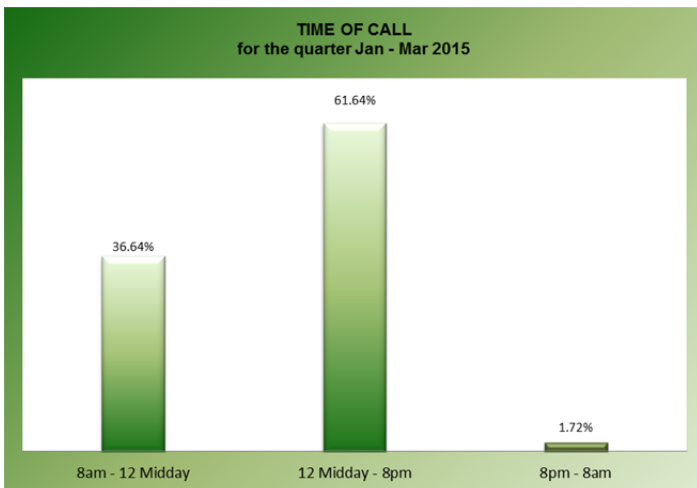
PROBLEM GAMBLING CALLS
for the quarter Jan to Mar 2015



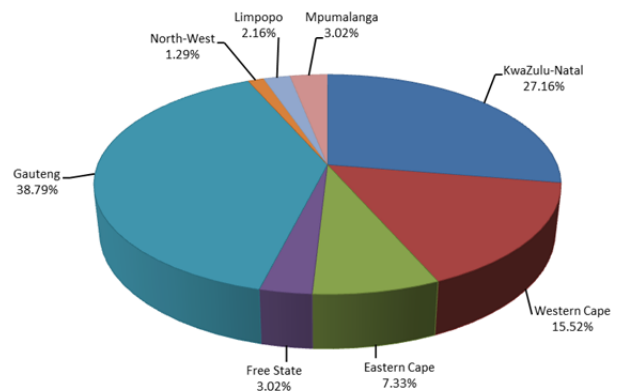
OTHER PROB GAMBLING REFERRALS:
for the quarter Jan - Mar 2015



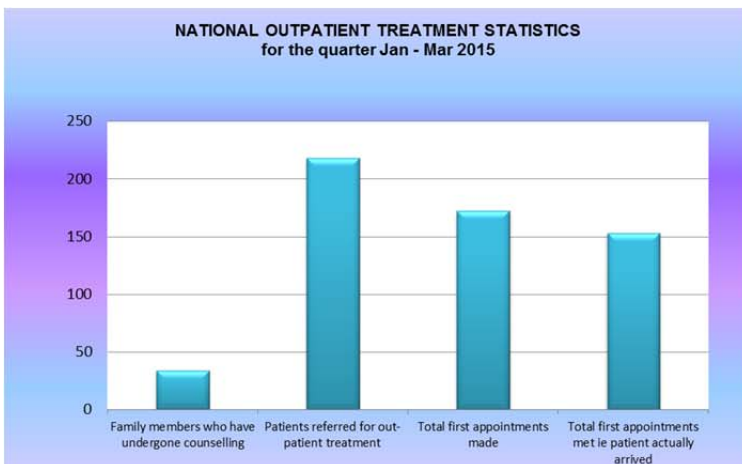
TIME OF CALL
for the quarter Jan - Mar 2015



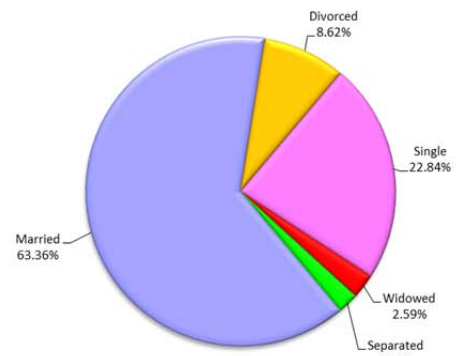
AREA:
for the quarter Jan - Mar 2015



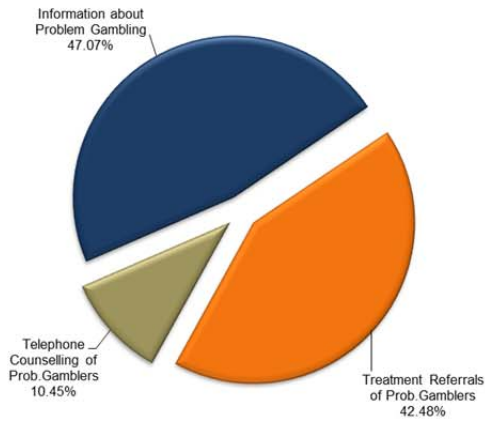
NATIONAL OUTPATIENT TREATMENT STATISTICS
for the quarter Jan - Mar 2015



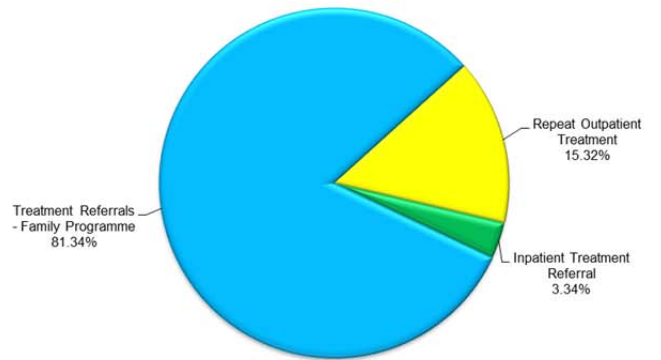
MARITAL STATUS:
for the quarter Jan - Mar 2015



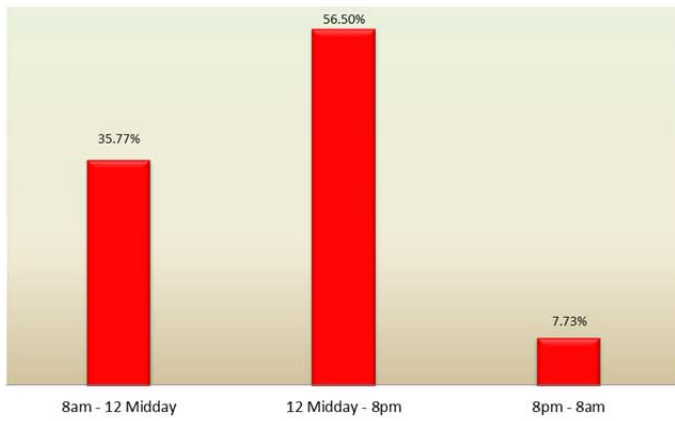
PROBLEM GAMBLING CALLS
from June 2000 to Mar 2015



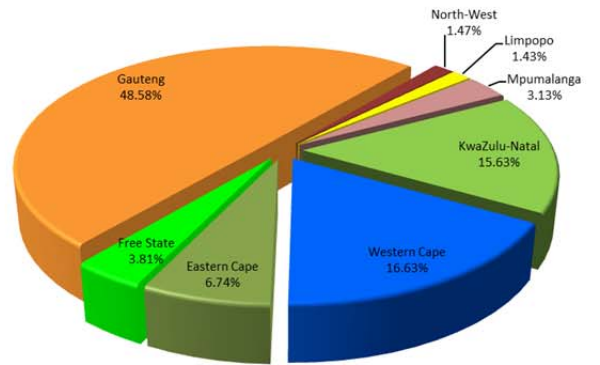
OTHER PROB GAMBLING REFERRALS:
from June 2000 to Mar 2015



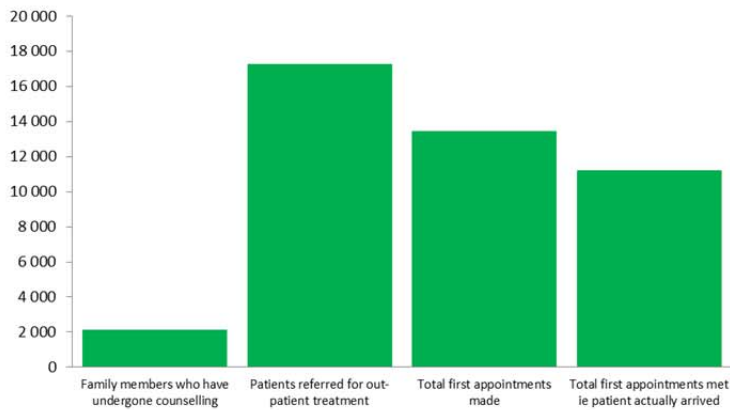
TIME OF CALL
from June 2000 to Mar 2015



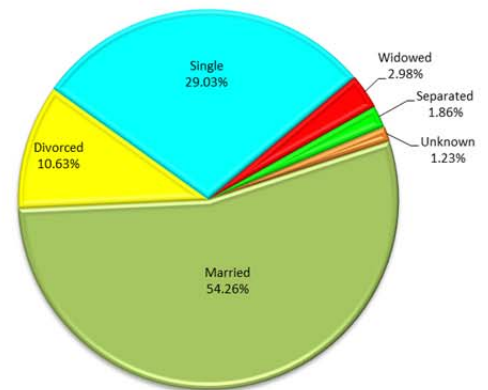
AREA:
from June 2000 to Mar 2015



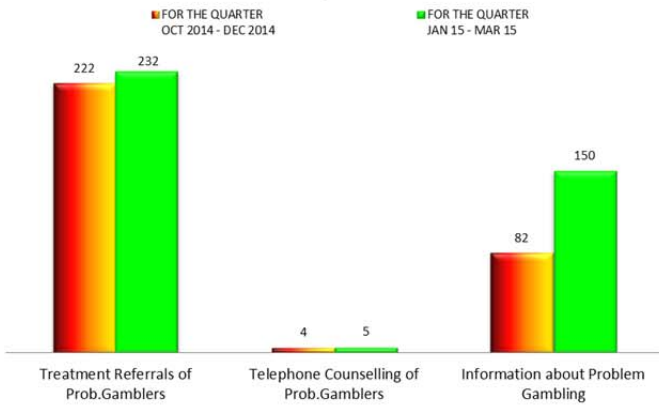
OUTPATIENT TREATMENT
from June 2000 to Mar 2015



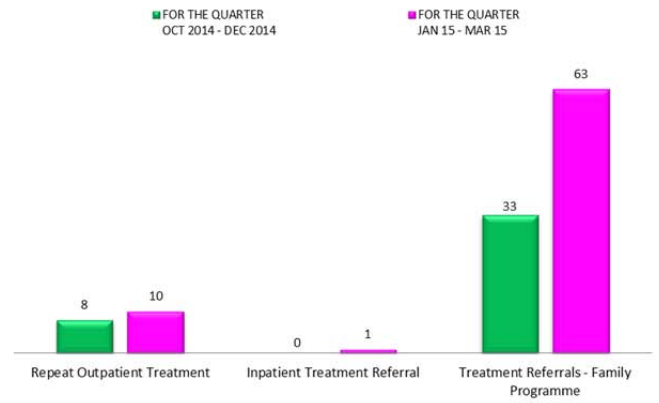
MARITAL STATUS
from June 2000 to Mar 2015



PROB GAMBLING CALLS Comparison



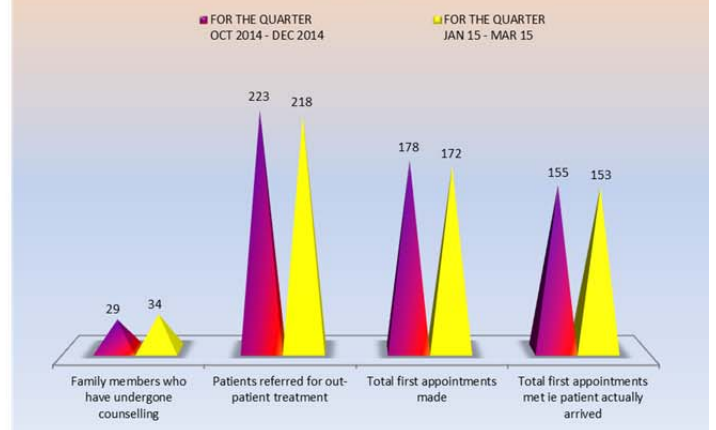
OTHER PROB GAMBLING REFERRALS: Comparison



MARITAL STATUS: Comparison



NATIONAL OUTPATIENT TREATMENT STATISTICS Comparison



**SOUTH AFRICAN RESPONSIBLE GAMBLING FOUNDATION
BUDGET vs COST**

<u>Description</u>	<u>2015 Annual Budget</u>	<u>2015 Actual Costs - March</u>
Treatment and Counselling	6 431 837.00	378 892.55
Public Awareness	1 778 000.00	106 752.46
Marketing	4 900 574.00	263 127.51
Research	400 000.00	-
Mentorship	450 000.00	52 062.36
Industry Training	950 000.00	67 343.84
National Schools	1 331 500.00	114 527.03
Admin and General - JHB	493 090.00	37 815.60
Admin and General - CPT	428 838.00	40 545.81
Admin and General - Central Management	3 679 681.00	203 381.02
TOTAL	<u>20 843 520.00</u>	<u>1 264 448.18</u>