

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 sort in Africa.

***NATIONAL QUARTERLY REPORT
FOR THE PERIOD
JANUARY – MARCH 2007***

Winners know when to stop



NATIONAL
**Responsible
Gambling**
PROGRAMME

Toll-free helpline 0800 006 008

**SOUTH AFRICAN
SARGT
RESPONSIBLE GAMBLING TRUST**


National Centre for
the Study of Gambling

NCB
National
Gambling Board
of South Africa

1. EXECUTIVE SUMMARY

The first quarter of the calendar year traditionally sees a special campaign to coincide with the reopening of schools, and the development of comprehensive advertising campaigns were prepared for newspapers and radio stations ahead of the high-spending Easter holiday period.

The NRGP participated in the three-day Summit on Substance Abuse organized by the Central Drug Authority, where Loren Human facilitated a presentation to a 400-strong group including government ministers, social workers and professionals. This presentation drew numerous compliments about regulator and industry's proactive approach towards problem gambling.

On the training front, 1 301 people received responsible gambling training during the period under review, and some 2 832 learners, this number being somewhat lower than most quarters as it was the (busy) start to the school year.

We have moved forward with the expansion of our innovative Money Sense Programme, which seeks to provide financial and debt management education for individuals identified by our treatment professionals. Client feedback has been overwhelmingly positive and since its launch in February, the Money Sense Blog Site has recorded more than 7 500 hits, suggesting that there is a major need for a service such as this.

The NRGP research team continued with a very active programme, including its series of experiments with gamblers on the relationship between problem gambling and pathologies of consistency in reward valuation over time. In addition, Professors Ross, Kincaid, Spurrett and Collins undertook the organization of an international conference on the theme 'What is Addiction?', schedule at the University of Alabama at Birmingham on 4-6 May 2007.

The NRGP Counselling Line referred an average of 139 problem gamblers for treatment each month, and handled a further 180 problem gamblers per month who phoned the service in distress but did not require referral. On average, ten problem gamblers per day benefitted from our counselling services, which is consistent with the pattern of previous quarters.

There has been a significant increase in the number of Family Programme referrals. With the planned introduction of our Family Programme treatment manuals, which have been designed to standardize this intervention, we expect this service to develop even further.

Requests for in-patient treatment remain constant at approximately one per month but given growth in other areas of our service, we anticipate that the need for this service will also rise.

Significantly, the non-problem gambling calls to the 24-hour Help Line have dropped by a further 50% over this quarter, largely as a result of the filtering technology that we have installed, although they still account for up to 80% of all calls.

While the distribution of problem gamblers remains fairly constant across the provinces, the past quarter has witnessed a significant increase in requests for help from the Eastern Cape, which may be related to the introduction of limited payout machines (LPMs) in that province in 2006. This needs following-up.

The number of senior citizens seeking help doubled in the past quarter to just over 4% and this trend will need careful monitoring and a stepping-up of our public education programmes targeting this vulnerable group.

Casino slots represent 51% of gamblers seeking help and casino table games 25%.

Two new services have been introduced in the past quarter and have greatly augmented our ability to provide a comprehensive treatment service. In the first of these, we have started to provide continuing-care support groups in specific centres and, in the second, we have made a debt management programme available for those problem gamblers who are in need of structured financial planning to address their debt problems.

Four new counsellors have been trained in this quarter and started work on the counseling line at the end of January.

The NRGP participated in an international survey conducted by the Gambling Helpline of New Zealand and this proved a useful means of assessing ourselves against global benchmarks and comparing information about issues such as the average time per call, prank calls, the number of calls and the types of services provided. It is rewarding to note that the NRGP Counselling Line competes favourably with international standards and quality of service.

2. PREVENTION

The second quarter of the year saw the further roll-out of the NRGP Money Sense Programme, a financial and debt management education initiative which goes a long way towards meeting a pressing need for financial guidance among problem gamblers identified by our treatment professionals.

One of the main elements of this programme is the Money Sense Blog Site, which has recorded more than 7 500 hits since its launch in February.

As in previous years the NRGP participated in the Rand Easter Show, a successful promotion and opportunity to interface with the public.

Preparation and development of the R1,5-million awareness campaign, co-sponsored by the National Gambling Board was completed. This initiative, which will focus on the northern provinces, is aimed at lower income groups (LSM groups 1-4) and focuses strongly on rail and road commuters. Its central theme is built around celebrity endorsements and safe play messages involving Mark Fish, Dinga Thobela and X Y. The campaign will launch at the beginning of June.

As in previous years, the first quarter of the year is characterised by the development of new and fresh collateral, and this year we have produced a new print ad, along with posters and other material which utilises playing cards as a theme. These will start to make their appearance in the second quarter.

The NRGP has also been working with the Malawi Gaming Board to contribute to an African regulators' conference being held in Blantyre in late May. The NRGP has organised for three high profile international speakers (treatment specialist Professor Robert Ladouceur, US National Responsible Gambling Council executive director Keith Whyte and tourism expert Marc Etches) to attend the conference. After this, the visitors will be hosting a seminar to treatment professionals in South Africa, and will meet with important NRGP stakeholders.

Training

Casino training

Date	Casino	Number of delegates
8 Jan	Goldfields casino	21
19 Feb.	Emperors casino	21
1 Mar	Monte Casino	13
8 Mar	Goldfields	15
13 Mar	Monte Casino	Train the trainer 1

71

Horse Racing

Date	Operator	Number of delegates
28 Mar	Phumelela Gauteng	13

13

Book Makers Training

On 15 March 11 employees from Hollywood Bets in Durban attended the NRGP basics course.

Health Care Worker Training

As part of the Siyabulela programme, 1000 volunteers are to be trained as substance abuse peer educators.

The NRGP has partnered with the Western Cape Department of Social Development to facilitate the NRGP Health Care Worker Training programme with the 1000 selected volunteers.

Date	Area	Number of delegates
16 Jan	Athlone	33
17 Jan	Langa	35
18 Jan	Vredenburg	30
29 Jan	Delft (Bellville)	60
31 Jan	Calendon	9
13 Feb	Khayelitsha district	75
14 Feb	Paarl district	34
15 Feb	George district	25
27 Feb	Cape Town district	38
1 March	Khayelitsha	33
1 March	Vredendal district	35
6 March	George district	28
6 March	George district	28
7 March	Kayelitsha	38
7 March	Kayelitsha	38
13 March	Wynberg	34
13 March	Wynberg	33
14 March	Worcester district	50
15 March	Oudshoorn district	23
27 March	Eerste River district	50
27 March	Cape Town	40
29 March	Worcester district	25

Total

794

Additional training

The Central Drug Authority, a body established in terms of the Prevention and Treatment of Drug Dependency Act, Act 20 of 1992, in conjunction with government departments held a three day Summit on Substance Abuse from the 11 to 14 February 2007.

The theme for the summit was “Forging Effective Partnership towards a Drug Free Society”. The National Responsible Gambling Programme was identified as a key participant in the summit and Loren Jordaan was invited to facilitate a presentation to a mixed group of approximately 400 government ministers, employees, social workers and professionals working in the field of substance abuse. The presentation was very well received with many delegates complementing the gambling industry for taking such a proactive approach in dealing with problem gambling. Some stated that a similar treatment programme should be supported by the liquor industry and made available to alcoholics free of charge.

The Islamic Careline, an NGO in Gauteng, contacted the NRGP and requested training due to an increased concern over the number people encountering gambling problems in the Muslim community. The NRGP facilitated a workshop with 12 counsellors from the Islamic Careline on the 28 March 2007. On completion of the workshop the counsellors remarked that they had gained a greater insight into the nature of problem gambling and felt equipped to identify and refer problem gamblers to the NRGP for counselling.

A total of 1301 people have received responsible gambling training during the period of January – March 2007.

NRGP Money Sense programme

This report reflects the usage of Money Sense Services up to February 2007. It has been compiled based on the actual input from the employees who have completed a Money Sense assessment.

	To date	This Month	Number of Members:-	
Bulk Interactions:			31,449	
Calls	40	7		
Flyers	2,913	-	Number of inter- actions	Per Member
Manual Input Forms	-	-		
Meetings	15	-		
Newsletters	35,141	9,328	Total bulk interactions To date:*	56,288 1.79
1 on 1 Interaction	-	-		
Pamphlets	13,613	-	Total bulk interactions This Month:	9,335 0.30
Posters	83	-		
Presentations	350	-	Number of inter- actions	Pene- tration
Prospects	2	-		
Toolkits	4,131	-	Total Reports To date:*	518 1.65%
Reports				
Reports	518	36	Total Reports This month:	36 0.11%
Individual Consultations			Total Individual consultations To date:*	84 0.27%
Access Bond	1	-	Total Individual consultations This Month:	39 0.12%
Buying a House	4	-	Total Individual interactions To date:*	602 1.91%
Budget Counseling	4	-	Total Individual interactions This Month:	75 0.24%
Car Allowance	-	-		
Car Purchase	7	2	Number of inter- actions	Per Member
Credit Bureaus	4	-		
Credit Card	34	-	Total all interactions To date: *	56,890 1.81
Debt Counseling	-	8	Total all interactions This Month:	9,410 0.30
Debt Problems	3	2		
Input Form	1	-		
Insurance	-	1		
Investment	1	1		
Investment General	1	1		
Last Will	-	-		
Life Cover	-	-		
Provident Fund	-	-		
Repayemnt Calculation	-	-		
Report Query	-	-		
Maternity Leave	-	-		
Retirement	-	-		
Savings	-	-		
Scams info request	-	-		
Selling a house	-	-		
Small Business info	-	-		
Tax	8	8		
Cost of Credit	-	-		
Toolkit Request	16	16		

* NB: Individual and bulk consultations TO DATE are since 1 September 2006

In addition to the above, members have made use of the following:

- Website visit for the month to www.moneysense.co.za: 110 077
- Website visits for the year: 1 418 294
- Visits to the new Money Sense Blog Site launched during February 2007: 7 543

Money Sense Blog Site (Financial education)

Client feedback on the Money Sense Blog site launched in February has been very positive. The site recorded well over 7 500 hits since its launch. The most read information is how to manage debt followed by information on how to budget and manage your money. (www.moneysense.co.za/msblog)

Money Sense Tax calculator

The Money Sense Tax Calculator was also well received by the users. The tax calculator was also well distributed to other users. Money Sense received many questions on the budget. The most asked question (by a big margin) was the implication of the reduction of the tax on pension funds. The next Money Sense newsletter will address this issue in more detail.

Personal Financial Stress Evaluation

An important part of a person's overall psychological wellbeing is satisfaction with various aspects of life. One of these aspects of overall wellbeing is personal finances.

Whilst it is well accepted that individual productivity will be affected by their financial position, very little empirical information on this issue is available in South Africa. A few employers who understand the benefits of employee wellness have implemented support programs to improve financial literacy at all levels. The objectives of this financial education typically are to increase knowledge of financial concepts and improvement of individual's capacity to make personal financial decisions so that they are more likely able to practice financial behaviours that will improve their short-term financial well being and reduce personal financial stress.

The New Credit Act also aims to improve consumer education to enable individuals to act responsible. The same is required from Service Providers – To act responsibly. During the last week we saw again a typical example where the Service Provider and individual acted irresponsibly. A well known Bank has provided seven loans to one individual over the last seven months. The effect is that her monthly repayments now exceed her total income. Her productivity and morale are at an all time low and to make matters worse the service provider has very little sympathy with her.

The measurement of personal financial stress at the workplace however remains a challenge and Money Sense has developed an independent Personal Financial Stress Questionnaire. The aim is to provide a tool to test personal financial stress level in the workplace. It is designed to measure the feeling about an individual's budget from overwhelming financial stress to no stress at all. This is achieved with the completion of a subjective questionnaire by workers and the analysis and feedback to the employer should provide some insight of the stress level at employee level related to their personal financial position. This tool is being tested and refined at present and our aim is to make this service available to employers.

Money Sense Report Statistics up to 28 February 2007

Money Sense Reports Statistics for NRGP

All data to February 2007

Number of Samples:- 1244

	No.	%	% of valid
How Often do you gamble?			
Unanswered	149	11.94%	
Never	482	38.62%	43.86%
Less Often	319	25.56%	29.03%
Once a Month	93	7.45%	8.46%
Once every two weeks	43	3.45%	3.91%
Once a Week	92	7.37%	8.37%
More than once a week	70	5.61%	6.37%

	No.	%	% of valid
How much do you gamble each time?			
No Data / Does not gamble	737	59.05%	
Don't Know	15	1.20%	2.94%
R20 - R50	225	18.03%	44.03%
R51 - R100	87	6.97%	17.03%
R101 - R200	74	5.93%	14.48%
R201 - R500	97	7.77%	18.98%
R501 - R1000	7	0.56%	1.37%
More than R1000	6	0.48%	1.17%

	No.	%	% of valid
How many lotto tickets per month			
No Data	520	41.67%	
0	71	5.69%	9.75%
1 Ticket a Month	296	23.72%	40.66%
2 to 8	248	19.87%	34.07%
9 to 32	109	8.73%	14.97%
33 to 64	3	0.24%	0.41%
64 to 128	1	0.08%	0.14%
More than 128 tickets a month	0	0.00%	0.00%

	No.	%	% of valid
Do you lose more than you can afford?			
No Data	618	49.52%	
Never	477	38.22%	75.71%
Occasionally	53	4.25%	8.41%
Sometimes	61	4.89%	9.68%
Often	20	1.60%	3.17%
Usually	19	1.52%	3.02%

Tick box Questions:

	No.	%
Play at Tables		
False	1154	94.28%
True	70	5.72%

Lottery		
False	623	50.90%
True	601	49.10%

Bingo		
False	1203	98.28%
True	21	1.72%

Internet gambling		
False	1207	98.61%
True	17	1.39%

Limited payout machines		
False	1207	98.61%
True	17	1.39%

	No.	%
Casino Slot Machines		
False	1098	89.71%
True	126	10.29%

Horse Racing		
False	1197	97.79%
True	27	2.21%

Scratch Cards		
False	1182	96.57%
True	42	3.43%

Private Card games		
False	1206	98.53%
True	18	1.47%

Fafi		
False	1203	98.28%
True	21	1.72%

NRGP MONEY SENSE IMPLEMENTATIONS UP TO FEBRUARY 2007

Name Company	Type	Number of Members	Inception	End date
Automobile Association	Company	350	Aug 2006	Jan 2007
UASA	Trade Union	12,544	Aug 2006	Jan 2007
Bester Viljoen	Auditors	48	Aug 2006	Jan 2007
Vorsteel	SMME	16	Aug 2006	Jan 2007
INCA	Company	48	Sept 2006	Feb 2007
GSK	Company	250	Sept 2006	Feb 2007
Theta	Gov	45	Sept 2006	Feb 2007
Umalusi	SMME	50	Sept 2006	Feb 2007
Multi Choice	Company	740	Sept 2006	Feb 2007
SBV	Company	625	Sept 2006	Feb 2007
MNet	Company	400	Sept 2006	Feb 2007
DBSA	Parastatal	692	Oct 2006	Feb 2007
Edcon (Gauteng)	Company	1,800	Oct 2006	Feb 2007
Tokiso Dispute Settlements	Parastatal	18	Oct 2006	March 2007
Resolve Group	Company	80	Oct 2006	March 2007
Hi Tech Inks	Company	125	Oct 2006	March 2007
Afrox	Company	2,300	Oct 2006	March 2007
SA Reserve Bank	Company (Gov)	2,000	Oct 2006	March 2007
Department of Communication	Gov	350	Oct 2006	March 2007
Tsogo Sun Head office	Company	50	Oct 2006	March 2007
Claude Neon	Company	220	Jan 2007	May 2007
Kagiso Trust	Company	18	Nov 2006	March 2007
Regent Insurance	Company	220	Dec 2006	April 2007
Glenhazel Primary School	Gov	29	Dec 2006	April 2007

Sandusky	Company	18	Dec 2006	April 2007
Sita	Gov	750	Jan 2007	May 2007
Woolworths Dispatch	Company	200	Jan 2007	May 2007
Quadpara Association	Gov	21	Jan 2007	May 2007
Department of Justice	Gov	750	Jan 2007	May 2007
Total number of employees/ members		24 823		

MONEY SENSE STATISTICS

Group:	NRGP		
CLIENT STATISTICS BY AGE:			
Age Range:		Percentage:	
18 to 24		5.88	
25 to 34		48.92	
35 to 49		36.22	
50 to 60		7.43	
61 and greater		1.55	
TOTAL		100.00	

CLIENT STATISTICS BY GENDER			
Male:	40.56%	Female:	59.44%

EXISTING BUDGET PLAN STATISTICS	
Status:	Percentage:
Single Under 30	13.46%
Single Over 30	9.34%
Single Under 30: 1 Child	4.67%
Single Over 30: 1 Child	6.87%
Single Under 30: 2 Or More Children	1.10%
Single Over 30: 2 Or More Children	10.16%
Married Under 30: No Children	4.95%
Married Over 30: No Children	6.32%
Married Under 30: 1 Child	1.37%
Married Over 30: 1 Child	11.26%
Married Under 30: 2 Or More Children	2.20%
Married Over 30: 2 Or More Children	28.30%
Average Income	14,723

CLIENT STATISTICS BY INCOME	
Income Bracket	Percentage
0 to 2,427	0.82%
2,428 to 4,075	6.59%
4,076 to 6,455	17.03%
6,456 to 11,566	28.85%
11,567 to 18,649	20.05%
18,650 and greater	26.37%

Departmental Of Social Services and Poverty Alleviation Programme in the Western Cape

OVERVIEW

During the quarter under review:

- no schools presentations could be arranged (the tally so far for the year is 26 sessions at nine schools, reaching 4 494 learners)
- the tally pension payout points for the year is 231 AllPay points in 30 districts
- the NRGp completed its involvement in the Siya Bulela programme training 794 social workers and health care workers as well as facilitating the training of substance abuse peer educators
- a comprehensive advertising campaign was run in the local press to coincide with the reopening of schools
- quotes were obtained for translation of the comic book into colloquial isiXhosa and Afrikaans, in case funds permit a limited printing in the next financial year
- distribution of the comic book as part of the Minister's provincial campaign is pending on receipt of delivery details from the Department (300 copies for each of the 16 multipurpose centres has been requested)
- proposals were submitted for the new year 2007/8

SCHOOLS

Despite frequent attempts to arrange for appointments at schools in the West Coast and Garden Route areas, it was not possible to set up a 'roadshow' for these areas, due to other conflicting commitments during the first term – the usual school start-up activities and sporting fixtures.

Unfortunately, only during the second and third term are school principals/lifeskills teachers fairly amenable to appointments being scheduled. The fourth term is usually fully subscribed with revision sessions and examinations.

ALLPAY OUTREACH

The budget allocation for this ran to an end, as mainly country towns were visited last year, and expenses tend to run high when facilitators have to make out-of-town visits. The tally for the year is 231 pay points in up to 16 districts.

HEALTH CARE WORKER TRAINING

Premier Ebrahim Rasool announced a new round of deliverables in the Siyabulela programme as part of his state of the province address in February 2006. One component of Siyabulela is a plan to train 1 000 volunteers as substance abuse peer educators in the Western Cape.

The NRGp has partnered with the Western Cape Department of Social Development to facilitate the NRGp Health Care Worker Training programme with the 1000 selected volunteers.

Date	Area	Number of delegates
16 Jan	Athlone	33
17 Jan	Langa	35
18 Jan	Vredenburg	30
29 Jan	Delft (Bellville)	60
31 Jan	Caledon	9
13 Feb	Khayelitsha district	75
14 Feb	Paarl district	34
15 Feb	George district	25
27 Feb	Cape Town district	38
1 March	Khayelitsha	33
1 March	Vredendal district	35
6 March	George district	28
6 March	George district	28
7 March	Khayelitsha	38
7 March	Khayelitsha	38
13 March	Wynberg	34
13 March	Wynberg	33
14 March	Worcester district	50
15 March	Oudtshoorn district	23
27 March	Eerste River district	50
27 March	Cape Town	40
29 March	Worcester district	25
	Total	794

PUBLIC SERVICE ADVERTISING

Full-page advertisements based on comic book extracts or actual comic book inserts were placed in the publications and public service announcements aired on local radio stations (as listed below).

As an added bonus Good Hope Fm ran the NRG Western.Cape public service announcement for the entire month of March, free of charge. This in effect meant paying only R25 288 for an advertising campaign worth R 90 252.00!

Print	Print quantities
Cape Argus – insert	75 000
Vukani – insert	81 100
Overberg Venster – insert	9 000
Weslander – insert	11 200
Worcester Standard – insert	12 000
George Herald – insert	17 700
Tygerburger (Link)* - advertisement	Bellville, Durbanville, Goodwood, Table View, Milnerton, Parow, Brakenfell, Kraaifontein, Kuilsrivier, Ravensmead/Belhar, Eerste Rivier/Bluedowns, Elsies Rivier
City Vision (Link)# - advertisement	Khayelitsha, Gugulethu/Langa/Nyanga
RADIO STATIONS	
GHFm	Over 2 weeks, 30' slots *
KFm	Over 2 weeks, 30' slots

Projects undertaken for the Gauteng Gambling Board and the Gauteng Provincial Government's Department of Economic Empowerment

OVERVIEW

During the quarter under review:

- 32 presentations were held at four schools (two previously), attended by 2 832 learners, averaging 89 learners per session; this brings the tally for the year to 128 sessions at 21 schools, reaching 11 513 learners and averaging 89 learners per session
- the seasonal advertising campaign was launched during January to coincide with the schools re-opening
- a special advertisement was placed in medical journal and healthcare publications
- the Money Sense debt management programme continued, reaching 24 823 company employees
- NRGP facilitators interacted with 23 628 beneficiaries at 61 AllPay stations
- the various GGB projects were featured in more detail on the NRGP website, including a hotlink to the GGB's website

PUBLIC SERVICE ADVERTISING

The 27 x 5 full colour advertisement 'Don't go off the rails' was selected for placement in the main dailies, while the comic books were inserted in local community publications as listed below. Public service announcements were aired on the radio stations listed below.

Print	Print quantities
The Citizen – advertisement	
The Star – advertisement	
Pretoria News - inserts	28 187
Sowetan - inserts	210 000 (Fridays)
Daily Sun – advertisement	
Beeld – advertisement	
RADIO (Public service announcements)	
Radio 702	30 second spots
Metro GTNG	30 second spots
Highveld Stereo	30 second spots
Yfm	30 second spots

COMMUNITY OUTREACH

Preparatory meetings were held with Gauteng Provincial Government relating to the stand for this year's Rand Show scheduled to run from March 30 to 15 April.

Other shows scheduled for later this year include the Pretoria Show 2007 from August 22 to September 2 and the Soweto Show 2007 from September 21 to 24

SCHOOLS

During the first school term, the team visited four high schools, reaching some 2 832 learners with the new-style presentation which has been very favourably received by the audiences.

NO. OF SCHOOLS	DATE	SESSIONS	TOTAL
2	January to March 2007	32	2 832
12	July to September 2006	64	5 547
7	October to November 2006	32	2 886
21	Totalling for the year 2006/7	128	11 265

ALLPAY PROJECT

After being given the go-ahead by AllPay management a pilot project got underway in November 2006. Last year 61 major metropolitan paypoints were visited and there was personal interaction with an estimated 23 628 people (beneficiaries).

During the quarter under review visits were paid to 126 AllPay outlets, and there was interaction with an estimated 50 132 people (beneficiaries)

- 35 pay points during January, reaching 12 950 people
- 40 pay points during February reaching 20 642 people
- 50 pay points during March reaching 16 540 people

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#	Date – January 2007	AllPay Station	# Interactions
1	Thurs 4 January 2007	730107 - Zonkezizwe Community Hall	600
2	Fri 5 January 2007	700123 - Jabavu Admin Off - Ipelegeng	400
3	Fri 5 January 2007	700104 - Alexandra - San Kopana	300
4	Fri 5 January 2007	720113 - Evaton / Residentia / Sebokeng	600
5	Fri 5 January 2007	710120 - Doornkop	200
6	Fri 5 January 2007	790110 - Stanza Bopape	350
7	Mon 8 January 2007	710119 - Dobsonville	450
8	Mon 8 January 2007	740103 - Mamelodi East Community H	450
9	Mon 8 January 2007	730104 - Tokoza Hall	200
10	Tues 9 January 2007	730102 - Rabasotho	600
11	Tues 9 January 2007	740104 - Atteridgeville Community	350
12	Tues 9 January 2007	700518 - Don Mateman Civic Hall	250
13	Tues 9 January 2007	780504 - Tsakane Community Hall	200
14	Tues 9 January 2007	770107 - Khutsong	350
15	Wed 10 January 2007	700102 - Diepkloof	400
16	Thurs 11 January 2007	700119 - Chiawelo Administration O	400
17	Thurs 11 January 2007	720111 - Sebokeng	500
18	Thurs 11 January 2007	760103 - Duduza Hall	350
19	Fri 12 January 2007	730112 - Kopanong Hall	300
20	Fri 12 January 2007	700121 - Orlando Communal Hall	475
21	Fri 12 January 2007	770104 - Bekkersdal	150
22	Mon 15 January 2007	700122 - Orlando West Administration	400
23	Mon 15 January 2007	740113 - Falala	300
24	Mon 15 January 2007	730111 - Lethabong Hall	250
25	Tues 16 January 2007	700130 - Orange Farm Chris Hani	300
26	Tues 16 January 2007	700117 - Naledi Hall	450
27	Tues 16 January 2007	750504 - Stompies Skosana Comm Cen	200
28	Wed 17 January 2007	760101 - Ratanda Community Hall	400
29	Thurs 18 January 2007	710506 - Roodepoort City Hall	475
30	Thurs 18 January 2007	700128 - Ivory Park	400
31	Thurs 18 January 2007	700520 - Civic Centre - Ennerdale	300
32	Fri 19 January 2007	730105 - Vosloorus Civic Centre	300
33	Fri 19 January 2007	700125 - Zola/3700 Bendele Rd	450
34	Fri 19 January 2007	710109 - Kagiso 1	450
35	Fri 19 January 2007	730103 - D H Williams Hall	400

#	Date – February 2007	AllPay Station	# Interactions
1	Thurs 15 February 2007	730105 - Vosloorus Civic Centre	600
2	Fri 09 February 2007	730112 - Kopanong Hall	600
3	Thurs 01 February 2007	730107 - Zonkezizwe Community Hall	600
4	Wed 07 February 2007	780101 - Kwa-Thema Hall - H.H. Ngakane	600
5	Fri 16 February 2007	750102 - Daveyton - Victor Ndlazilwane	600
6	Wed 14 February 2007	730111 - Lethabong Hall	600
7	Mon 19 February 2007	700520 - Civic Centre - Ennerdale	600
8	Mon 12 February 2007	700130 - Orange Farm Chris Hani	420
9	Fri 2 February 2007	720104 - Bophelong Community Hall	300
10	Thurs 8 February 2007	770103 - Mohlakeng	300
11	Wed 14 February 2007	700125 - Zola/3700 Bendele Rd	520
12	Mon 12 February 2007	700119 - Chiawelo Administration O	440
13	Mon 19 February 2007	700117 - Naledi Hall	370
14	Thurs 15 February 2007	700118 - Senoane/Phiri Community H	427
15	Fri 09 February 2007	700120 - Pimville Library Hall	439
16	Tues 06 February 2007	710119 - Dobsonville	295
17	Tues 20 February 2007	710506 - Roodepoort City Hall	435
18	Thurs 01 February 2007	710120 - Doornkop	440
19	Wed 07 February 2007	700104 - Alexandra - San Khopana	317
20	Thurs 08 February 2007	700104 - Alexandra - San Khopana	320
21	Thurs 01 February 2007	700102 - Diepkloof	420
22	Fri 2 February 2007	700123 - Jabavu Administration Off - Iphelacheng	450
23	Thurs 15 February 2007	700103 - Meadowlands Hostell Hall	380
24	Fri 9 February 2007	700121 - Orlando Communal Hall	550
25	Mon 12 February 2007	700122 - Orlando West Administrati	312
26	Thurs 8 February 2007	700124 - Mofolo/Makhaya Hall	300
27	Mon 19 February 2007	710109 - Kagiso 1	290
28	Tues 13 February 2007	770104 - Bekkersdal	480
29	Wed 7 February 2007	700518 - Don Mateman Civic Hall	357
30	Tues 6 February 2007	700519 - Lenasia Civic Centre	480
31	Tues 06 February 2007	730102 - Rabasotho	700
32	Fri 02 February 2007	730501 - Germiston Civic Centre	700
33	Mon 12 February 2007	730103 - D H Williams Hall	600
34	Fri 09 February 2007	730103 - D H Williams Hall	800
35	Wed 07 February 2007	730104 - Tokoza Hall	900
36	Thurs 15 February 2007	720111 - Sebokeng	600
37	Tues 20 February 2007	720107 – Sharpville/Sebokeng	700
38	Fri 02 February 2007	720113 - Evaton / Residentia / Sebokeng	800
39	Fri 16 February 2007	760101 - Ratanda Community Hall	700
40	Thurs 08 February 2007	760103 - Duduza Hall	900

#	Date – March 2007	AllPay Station	# Interactions
1	Thurs 1 March 2007	770103 - Mohlakeng	200
2	Thurs 1 March 2007	730102 - Rabasotho	270
3	Fri 2 March 2007	720104 - Bophelong Community Hall	240
4	Fri 2 March 2007	710120 - Doornkop	175
5	Fri 2 March 2007	700519 - Lenasia Civic Centre	400
6	Fri 2 March 2007	730501 - Germiston Civic Centre	800
7	Fri 2 March 2007	740104 - Atteridgeville Community	300
8	Mon 5 March 2007	780101 - Kwa-Thema Hall - H.H. Ngakane	220
9	Mon 5 March 2007	700102 - Diepkloof	250
10	Mon 5 March 2007	730104 - Tokoza Hall	550
11	Mon 5 March 2007	740105 - Saulville Mlambo Hall	275
12	Tues 6 March 2007	700104 - Alexandra - San Khopana	275
13	Tues 6 March 2007	700123 - Jabavu Admin Off - Iphelacheng	250
14	Tues 6 March 2007	790110 - Stanza Bopape	350
15	Wed 7 March 2007	770107 - Khutsong	350
16	Wed 7 March 2007	700104 - Alexandra - San Khopana	345
17	Wed 7 March 2007	740103 - Mamelodi East Community H	300
18	Thurs 8 March 2007	730112 - Kopanong Hall	310
19	Thurs 8 March 2007	710119 - Dobsonville	360
20	Thurs 8 March 2007	730103 - D H Williams Hall	450
21	Thurs 8 March 2007	740102 - Mamelodi West Community H	325
22	Fri 9 March 2007	700130 - Orange Farm Chris Hani	240
23	Fri 9 March 2007	700120 - Pimville Library Hall	375
24	Fri 9 March 2007	700124 - Mofolo/Makhaya Hall	500
25	Fri 9 March 2007	720111 - Sebokeng	525
26	Mon 12 March 2007	700119 - Chiawelo Administration O	200
27	Mon 12 March 2007	700518 - Don Mateman Civic Hall	320
28	Mon 12 March 2007	750504 - Stompies Skosana Comm Cen	400
29	Tues 13 March 2007	730111 - Lethabong Hall	310
30	Tues 13 March 2007	770104 - Bekkersdal	275
31	Tues 13 March 2007	760103 - Duduza Hall	510
32	Tues 13 March 2007	740113 - Falala	450
33	Wed 14 March 2007	730105 - Vosloorus Civic Centre	270
34	Wed 14 March 2007	700125 - Zola/3700 Bendele Rd	310
35	Wed 14 March 2007	700122 - Orlando West Administrati	375
36	Wed 14 March 2007	720113 - Evaton / Residentia / Sebokeng	400
37	Wed 14 March 2007	740113 - Falala	250
38	Thurs 15 March 2007	700520 - Civic Centre - Ennerdale	180
39	Thurs 15 March 2007	700117 - Naledi Hall	380
40	Thurs 15 March 2007	700121 - Orlando Communal Hall	300
41	Thurs 15 March 2007	720107 - Sharpville/Sebokeng	225
42	Thurs 15 March 2007	700128 - Ivory Park	360
43	Fri 16 March 2007	750102 - Daveyton - Victor Ndlazilwane	220
44	Fri 16 March 2007	710109 - Kagiso 1	215
45	Mon 19 March 2007	700118 - Senoane/Phiri Community H	350
46	Mon 19 March 2007	700103 - Meadowlands Hostell Hall	330
47	Mon 19 March 2007	760101 - Ratanda Community Hall	375
48	Mon 19 March 2007	740106 - Halala Hall	350
49	Tues 20 March 2007	710506 - Roodepoort City Hall	250
50	Tues 20 March 2007	740106 - Halala Hall	300

3. RESEARCH

During the first quarter of 2007, the following research activities were supported by the NRGP's National Centre for the Study of Gambling (NCSG):

- The team continued to conduct experiments with gamblers in the Western Cape and KwaZulu-Natal on the relationship between problem gambling and pathologies of consistency in reward valuation over time.
- Professors Don Ross and Rudy Vuchinich, along with Dr Carla Sharp, completed the manuscript titled "Midbrain Mutiny: The Picoeconomics and Neuroeconomics of Disordered Gambling", which is to be published by MIT Press.
- Professors Vuchinich and Ross collected pilot data on the learning properties of the midbrain dopamine system (the site of addiction).
- The team prepared a three-year NCSG research plan, motivations, and budget.
- Professors Ross, Kincaid, Spurrett and Collins undertook the organization of an international conference on the theme 'What is Addiction?', at the University of Alabama at Birmingham on 4-6 May 2007. The conference was jointly sponsored by the Center for Ethics and Values in the Sciences, the Gregory Fleming James Cystic Fibrosis Research Center, the NRGP and the University of KwaZulu-Natal.

The following researchers participated in NCSG research activities:

Professor Don Ross (Director), University of Cape Town & University of Alabama at Birmingham

Professor David Spurrett, University of KwaZulu-Natal

Professor Peter Collins, Executive Director NRGP, University of Salford

Professor Rudy Vuchinich, University of Alabama at Birmingham

Professor Harold Kincaid, University of Alabama at Birmingham

Dr. Carla Sharp, Baylor College of Medicine (Texas)

Mr. Jacques Rousseau, University of Cape Town

Mr. Andrew Dellis, University of KwaZulu-Natal

Mr. Ben Murrell, University of KwaZulu-Natal

Mr. Andre Hofmeyr, University of Cape Town

During the period under review, the research department has continued to publish the Responsible Gambling Digest, a monthly electronic newsletter which provides readers with a broad overview of international developments in the study and treatment of problem gambling.

4. TREATMENT

The profile of problem gambling calls to the Counselling Line service over the past quarter has remained largely unchanged.

On average, the service referred 139 problem gamblers for treatment each month, which averages out to just over four per day. In addition, a further 180 problem gamblers per month phone the service in distress but do not require referral. This group averages six a day, which gives a total of ten problem gamblers on average per day who benefit from our counseling services.

Family Programme referrals have also increased significantly and with the planned introduction of our Family Programme treatment manuals designed to standardize this intervention, we expect this service to grow even further.

Requests for in-patient treatment remain constant at approximately one per month but we anticipate the need for this service will also rise in the future as the extent of the damage, caused by problem gamblers to themselves, grows. Criteria for in-patient treatment remain constant and include criminal behaviour, suicidal behaviour, associated substance dependence disorders, failed out patient treatment and rampant out-of-control gambling behaviour that requires some containment. All in-patient admissions are carefully scrutinised before authorisation.

Significantly, the non-problem gambling calls to the counselling line have dropped by a further 50% over this quarter and although non-problem gambling general enquiries, hoax calls, silent calls and wrong numbers remain up to 86% of our calls (6 861 over the past quarter) this is still a significant reduction from the same quarter last year. This decrease in non-problem gambling calls is related to the introduction of filtering technology and an enlarged counselling service. We continue to provide a 24/7 service, although the bulk of calls occur in the afternoon/evening period. Very few calls to our counselling line occur between 8pm and 8am (3.1%) but we have maintained our commitment to a 24/7 service.

The bulk of our requests for counselling for family members come from the spouse or partner of the gambler, although there is a 10% to 15% request for help from parents, children or siblings of problem gamblers. The counselling required by family members is more or less equally divided between direct counseling support and intervention planning.

The provincial distribution of problem gamblers remains fairly constant. The past quarter, however, showed a significant increase in requests for help from the Eastern Cape which may be related to the introduction of the LPM industry in that province in 2006. It should be added that the service has not seen increases in requests for help from other provinces where an LPM industry had been introduced in the past.

Most of our problem gamblers who request treatment remain married, male, between the 20 and 40 year old age group and are employed. The number of pensioners seeking help doubled in the past quarter to just over 4% and this is a statistic that we need to monitor. Our public education programmes have attempted to target this vulnerable group but accessibility has remained a problem. 10% of the problem gamblers over the past quarter say they are unemployed which always raises the question of the source of their funding for their gambling activities, which is a relatively expensive pastime.

The counselling line attempts to identify associated problems with our callers and in this regard a consistent 20% admit to some form of suicidal ideation. 11% admit to criminal

behaviour and 22% had previously applied for self-exclusion from casinos. 10% acknowledge an associated drug or alcohol problem. If one aggregates these statistics, it would suggest that between 10% and 20% of our callers are in a desperate plight and in serious need of help. It could be construed that with this particular group of problem gamblers, the Help Line service is truly a life support.

Casino slots at 51% - combined with casino table games at 25% - suggest that most of our problem gamblers have difficulty within the casino environment (76% in total). Over the past quarter, non-casino slots (LPMs), the lottery and internet gambling each produced five problem gamblers who required help, while private, non-regulated gambling produced 13 problem gamblers.

In April, two new services will be added to the treatment service as part of our endeavour to provide a comprehensive service. We commenced with the provision of ongoing continuing care support groups located in specific centres and secondly, we have made a financial debt management programme available by request for those problem gamblers who are need of structured financial planning to address their debt problems.

The main focus of the counselling line for the first three months of 2007 has been the training of the four new counsellors, finalising the client referral programme and investigating avenues of refining telephone statistics.

STAFF MATTERS

Four new telephone counsellors started training during the first week of January 2007 and were ready to start answering phones and counselling on the Counselling Line towards the end of January. The counselling line feels extremely fortunate in the calibre of the four new counsellors. Because of their study backgrounds in psychology they were very easy to train, and in the workplace they have emerged as eager and knowledgeable employees.

Johan Arries and Euginia Budaza were promoted to senior counsellors from the beginning of March. This is regarded as a positive incentive for other counsellors. Both these counsellors have many years of experience in counselling on the line as well as the administrative side of the gambling line.

During February, performance appraisals were done with all the counsellors and these assessments were discussed during individual supervision sessions soon after completion of the written assessments.

A clocking system was installed at the gambling line offices in order to make it easier for counsellors to clock and to make it possible for their hours to be administrated as accurately and fairly as possible.

The gambling counselling line received visits from various dignitaries on 12 and 16 February as well as a working visit from Lee Wilcox (treatment professional) on 20 February 2007. On all three occasions counsellors presented themselves in a professional, well informed manner.

WORKSHOPS

Workshops included the following:

- Two day Motivational Interviewing Workshop. The counsellors found this workshop most helpful.

- Emotional Abuse : Mirriam
- DSM4 : Andrew
- The impact of gambling on Significant Others
- Understanding Gambling Addiction
- Recovery tools for significant Others : Desmond

GENERAL

Survey

The Gambling Helpline of New Zealand did a survey of Gambling Helplines across the world and asked South Africa to participate. A copy of the survey was sent to us and has been extremely helpful as a measuring tool to draw comparisons on issues such as average time per call, prank calls, number of calls, types of services provided, etc. It is exciting to observe that although the NRGP Counselling Line is one of the younger lines, it is able to compete favourably with most requirements world-wide.

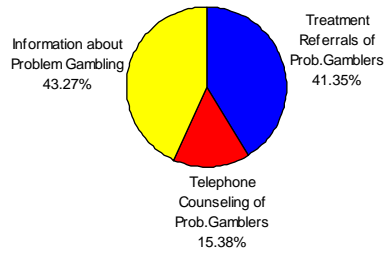
SA PROBLEM GAMBLING FOUNDATION - INDUSTRY
BUDGET VS COSTS
FOR THE 1 MONTHS ENDED 31/03/2007

	PROVISIONAL BUDGET BASED ON 2006/7 BUDGET + 5.4%	ACTUAL COSTS MAR - FEB 08	BUDGET BALANCE
RESEARCH			
Fees for National & International Researchers	1,718,431	53,393	1,665,038
Management & Co-Ordination	139,710	11,594	128,116
Conferences, Travel & Subsistence	316,200	-	316,200
Admin, Secretarial, Accounting etc	50,592	-	50,592
Incidentals	4,435	-	4,435
SUB-TOTAL RESEARCH	2,229,368	64,987	2,164,381
PREVENTION, PUBLIC AWARENESS & PUBLIC EDUCATION			
Public Education:			
Collateral	302,705	11,498	291,207
Public Education Office	252,960	16,940	236,020
Prevention:			
Advertorials etc	1,910,535	(170,760)	2,081,295
Communications/Advocacy/Public Affairs	356,260	-	356,260
Conferences, Travel & Subsistence	174,637	-	174,637
Management & Co-Ordination	139,710	-	139,710
Admin, Secretarial, Accounting etc	50,592	-	50,592
Incidentals	47,384	425	46,959
SUBTOTAL PREVENTION, PUBLIC AWARENESS & PUBLIC EDUCATION	3,234,783	(141,897)	3,376,680
TRAINING			
Basic Training, Advanced & Video Training	419,129	14,589	404,540
Co-Ordination	210,800	17,920	192,880
SUB-TOTAL FOR TRAINING	629,929	32,509	597,420
TREATMENT NETWORK & HELPLINE			
Helpline:			
Helpline Costs	1,196,063	88,343	1,107,720
Treatment			
Inpatient	77,996	13,000	64,996
Outpatient	1,689,005	140,260	1,548,745
Family Programme	94,860	8,180	86,680
Group Sessions	96,000	-	96,000
Debt Management	105,000	-	105,000
Helpline and Treatment			
Management	139,710	11,594	128,116
Treatment Manuals	21,080	-	21,080
Professional Supervision	139,710	11,594	128,116
Conferences, Travel & Subsistence	174,637	-	174,637
Admin, Secretarial, Accounting etc	50,592	-	50,592
Incidentals	11,831	-	11,831
SUB-TOTAL FOR COUNSELLING & TREATMENT	3,796,484	272,971	3,523,513
	9,890,564	228,570	9,661,994
Undistributed portion of provisional budget	1,300,479	-	1,300,479
TV advertising campaign	737,800	-	737,800
National schools	843,200	675	842,525
TOTAL BUDGET for year based on 0.1% of GGR	12,772,043	229,245	12,542,798
Contingency	584,248	33	584,215
Bookmakers shortfall	(181,701)	-	(181,701)
TOTAL AVAILABLE FOR EXPENDITURE	13,174,590	229,278	12,945,313

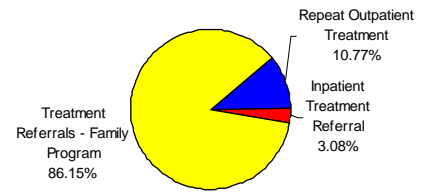
SA PROBLEM GAMBLING FOUNDATION - INDUSTRY
BUDGET VS COSTS
FOR THE 12 MONTHS ENDED 28/02/2007

	ORIGINAL BUDGET 2006/7	ACTUAL COSTS MAR - FEB 07	BUDGET BALANCE
RESEARCH			
Fees for National & International Researchers	1,630,390	1,668,718	(38,328)
Management & Co-Ordination	132,552	132,000	552
Conferences, Travel & Subsistence	300,000	346,648	(46,648)
Admin, Secretarial, Accounting etc	48,000	48,000	-
Incidentals	4,208	6,062	(1,854)
SUB-TOTAL RESEARCH	2,115,150	2,201,428	(86,278)
PREVENTION, PUBLIC AWARENESS & PUBLIC EDUCATION			
Public Education:			
Collateral	287,196	358,372	(71,176)
Public Education Office	240,000	210,224	29,776
Prevention:			
Advertorials etc	1,812,652	1,971,087	(158,435)
Communications/Advocacy/Public Affairs	338,008	264,000	74,008
Conferences, Travel & Subsistence	165,690	17,180	148,510
Management & Co-Ordination	132,552	132,000	552
Admin, Secretarial, Accounting etc	48,000	48,000	-
Incidentals	44,956	34,235	10,721
SUBTOTAL PREVENTION, PUBLIC AWARENESS & PUBLIC EDUCATION	3,069,054	3,035,098	33,956
TRAINING			
Basic Training, Advanced & Video Training	397,656	276,493	121,163
Co-Ordination	200,000	219,798	(19,798)
SUB-TOTAL FOR TRAINING	597,656	496,291	101,365
TREATMENT NETWORK & HELPLINE			
Helpline:			
Helpline Costs	1,134,785	1,136,890	(2,105)
Treatment			
Inpatient	74,000	74,701	(701)
Outpatient	1,602,472	1,522,768	79,704
Family Programme	90,000	142,695	(52,695)
Helpline and Treatment			
Management	132,552	132,000	552
Treatment Manuals	20,000	4,324	15,676
Professional Supervision	132,552	132,000	552
Conferences, Travel & Subsistence	165,690	63,667	102,023
Admin, Secretarial, Accounting etc	48,000	48,000	-
Incidentals	11,225	5,972	5,253
SUB-TOTAL FOR COUNSELLING & TREATMENT	3,411,276	3,263,017	148,259
	9,193,136	8,995,833	197,303
Contingency	600,000	410,515	189,485
TV advertising campaign	700,000	694,940	5,060
National schools	800,000	567,692	232,308
TOTAL BUDGET for year based on 0.1% of GGR	11,293,136	10,668,980	624,156
BALANCE B/F from prior year Bal	481,178	343,362	137,816
LPM shortfall	-	-	-
Casino shortfall	(48,586)	-	(48,586)
Bookmakers shortfall	(129,138)	-	(129,138)
TOTAL BUDGET REDUCTION	303,454	343,362	(39,908)
TOTAL AVAILABLE FOR EXPENDITURE	11,596,590	11,012,342	584,248

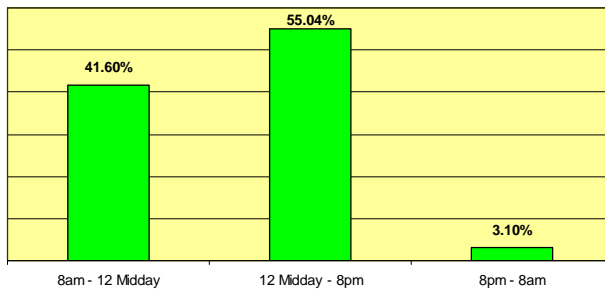
PROBLEM GAMBLING CALLS
for the quarter Jan 2007 - Mar 2007



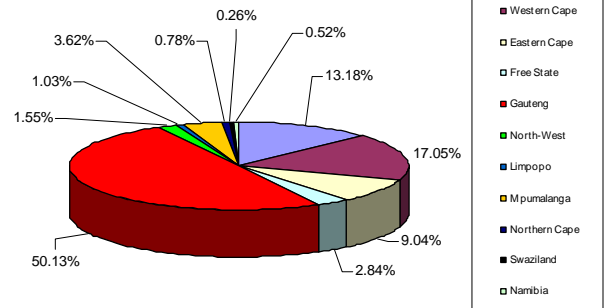
OTHER PROBLEM GAMBLING REFERRALS
for the quarter Jan 2007 - Mar 2007



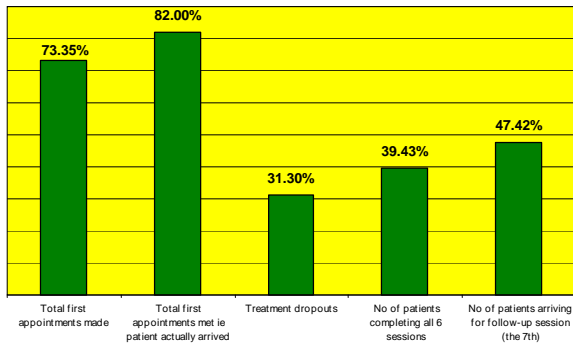
TIME OF CALL
for the quarter Jan 2007 - Mar 2007



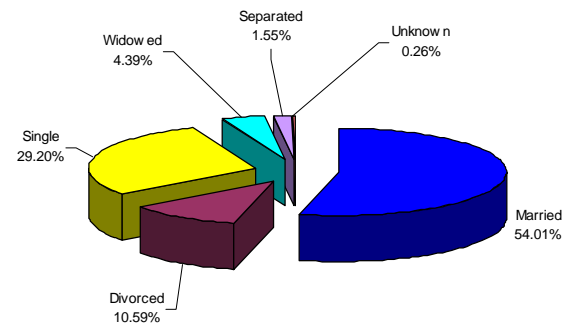
AREAS
for the quarter Jan 2007 - Mar 2007



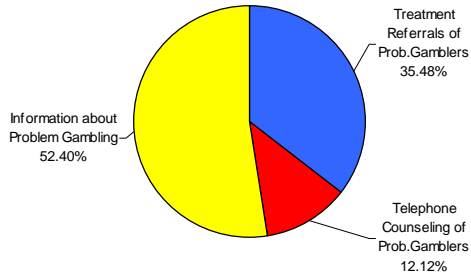
NATIONAL OUTPATIENT TREATMENT STATISTICS
for the quarter Jan 2007 - Mar 2007



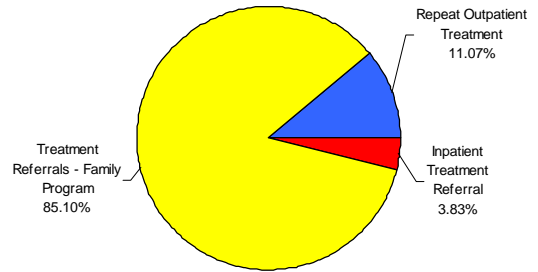
MARITAL STATUS
for the quarter Jan 2007 - Mar 2007



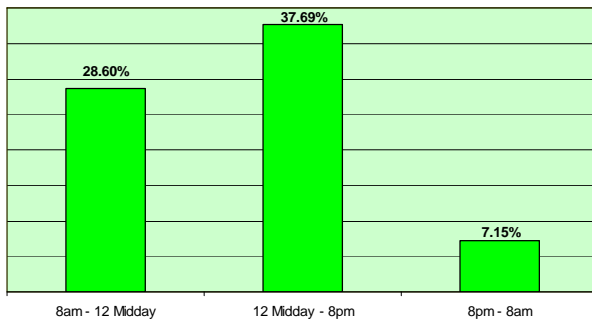
**PROBLEM GAMBLING CALLS
since inception to Mar 2007**



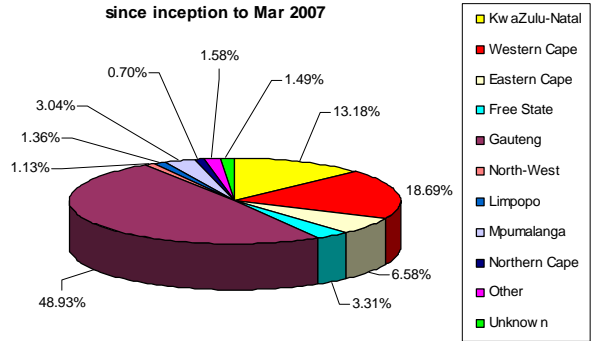
**OTHER PROBLEM GAMBLING REFERRALS
since inception to Mar 2007**



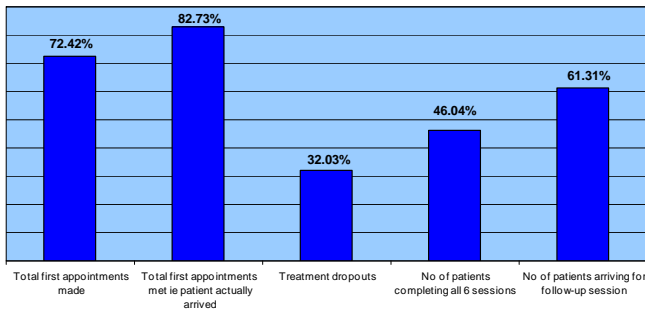
**TIME OF CALL
since inception to Mar 2007**



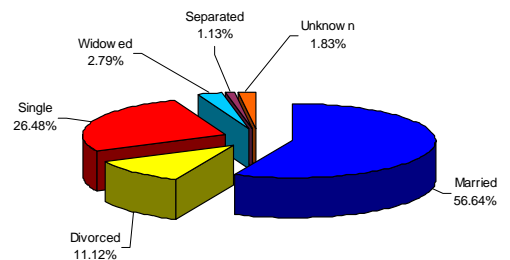
**AREAS
since inception to Mar 2007**



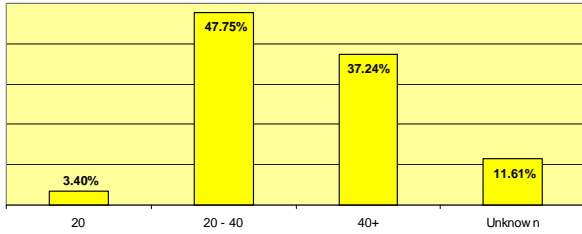
**NATIONAL OUTPATIENT TREATMENT STATISTICS
since inception to Mar 2007**



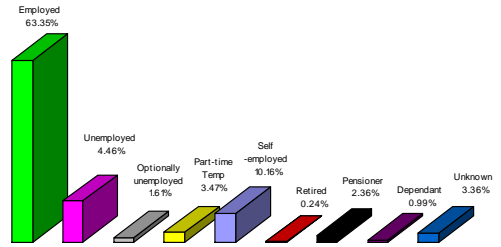
**MARITAL STATUS
since inception to Mar 2007**



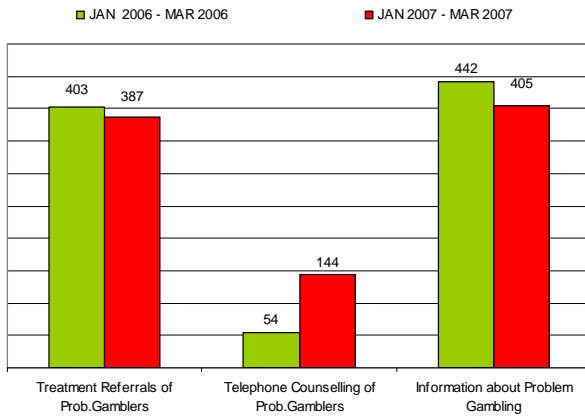
AGE
since inception to Mar 2007



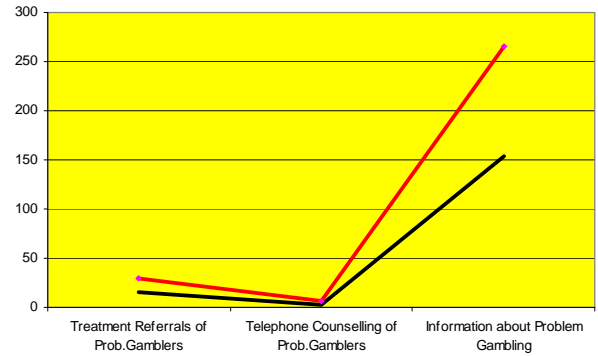
EMPLOYMENT
since inception to Mar 2007



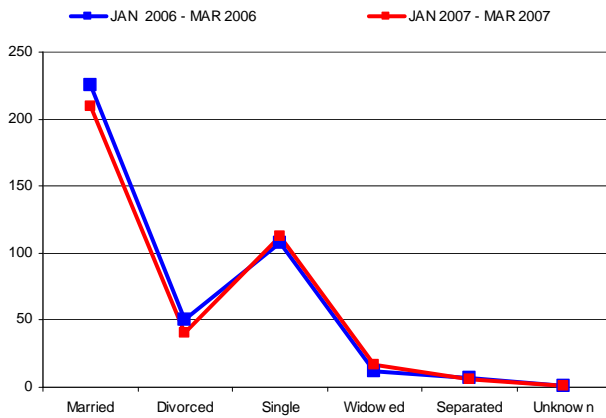
PROBLEM GAMBLING CALLS
Comparison Jan - Mar 06 to Jan - Mar 07



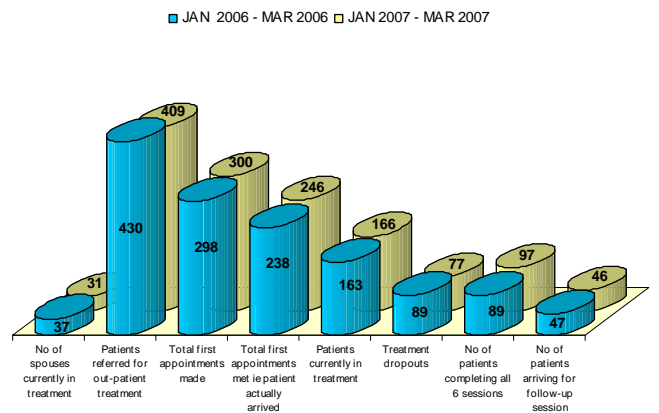
OTHER PROBLEM GAMBLING REFERRALS
Comparison Jan - Mar 06 to Jan - Mar 07



MARITAL STATUS
Comparison Jan - Mar 06 to Jan - Mar 07



NATIONAL OUTPATIENT TREATMENT
Comparisons Jan - Mar 06 to Jan - Mar 07



NATIONAL RESPONSIBLE GAMBLING COUNSELLING LINE STATISTICS

COUNSELLING LINE CALLS & REFERRALS:

	FOR THE QUARTER OCT 2006 - DEC 2006		FOR THE QUARTER JAN 2007 - MAR 2007		TOTAL OVER 82 MTH PERIOD	% of PROBLEM GAMBLING CALLS
PROB GAMBLING CALLS:						
Treatment Referrals of Prob.Gamblers	351	41.94%	387	41.35%	7,443	35.48%
Telephone Counselling of Prob.Gamblers	84	10.04%	144	15.38%	2,542	12.12%
Information about Problem Gambling	402	48.03%	405	43.27%	10,994	52.40%
	837	100.00%	936	100.00%	20,979	100.00%

	FOR THE QUARTER OCT 2006 - DEC 2006		FOR THE QUARTER JAN 2007 - MAR 2007		TOTAL OVER 82 MTH PERIOD	% of OTHER PROBLEM GAMBLING CALLS
OTHER PROB GAMBLING REFERRALS :						
Repeat Outpatient Treatment	16	15.38%	14	10.77%	162	11.07%
Inpatient Treatment Referral	3	2.88%	4	3.08%	56	3.83%
Treatment Referrals - Family Program	85	81.73%	112	86.15%	1,245	85.10%
	104	100.00%	130	100.00%	1,463	100.00%

	FOR THE QUARTER OCT 2006 - DEC 2006		FOR THE QUARTER JAN 2007 - MAR 2007		TOTAL OVER 82 MTH PERIOD	% of TOTAL CALLS
TOTAL NO OF PROB GAMBLING CALLS	941	8.93%	1066	13.45%	22,442	9.95%
OTHER CALLS:						
General Enquiries	3285	31.17%	2875	36.27%	48,776	21.63%
Hoaxes	2488	23.61%	1431	18.05%	57,999	25.72%
Silent	2250	21.35%	1548	19.53%	50,591	22.43%
Wrong No's	1574	14.94%	1007	12.70%	32,307	14.33%
	9597	91.07%	6861	86.55%	189,673	84.10%

TOTAL NO OF CALLS TO COUNSELLING LINE	10538	7927	225,522
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OTHER DATA

TIME OF CALL(PROBLEM GAMBLER):

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

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

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

**FAMILY PROGRAMME REFERRALS -
COUNSELING PROGRAMME**

Counselling
Intervention Planning

	FOR THE QUARTER OCT 2006 - DEC 2006		FOR THE QUARTER JAN 2007 - MAR 2007		TOTAL OVER 82 MTH PERIOD	% of PROBLEM GAMBLING CALLS
8am - 12 Midday	141	40.17%	161	41.60%	2,129	28.60%
12 Midday - 8pm	184	52.42%	213	55.04%	2,805	37.69%
8pm - 8am	28	7.98%	12	3.10%	532	7.15%
FAMILY PROGRAMME REFERRALS - RELATIONSHIP TO THE GAMBLER						
Spouse/Partner	55	64.71%	72	64.29%	762	61.20%
Parent	5	5.88%	15	13.39%	120	9.64%
Child	15	17.65%	16	14.29%	159	12.77%
Sibling	5	5.88%	8	7.14%	63	5.06%
Other eg friend, casino staff etc	5	5.88%	1	0.89%	141	11.33%
	85	100.00%	112	100.00%	1245	100.00%
FAMILY PROGRAMME REFERRALS - COUNSELING PROGRAMME						
Counselling	34	40.00%	51	45.54%	692	55.58%
Intervention Planning	51	60.00%	61	54.46%	553	44.42%
	85	100.00%	112	100.00%	1245	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 2006 - DEC 2006		FOR THE QUARTER JAN 2007 - MAR 2007		TOTAL OVER 82 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
KwaZulu-Natal	62	17.66%	51	13.18%	979	13.15%
Western Cape	63	17.95%	66	17.05%	1,388	18.65%
Eastern Cape	18	5.13%	35	9.04%	489	6.57%
Free State	14	3.99%	11	2.84%	246	3.31%
Gauteng	172	49.00%	194	50.13%	3,634	48.82%
North-West	3	0.85%	6	1.55%	84	1.13%
Limpopo	5	1.42%	4	1.03%	101	1.36%
Mpumalanga	9	2.56%	14	3.62%	226	3.04%
Northern Cape	2	0.57%	3	0.78%	52	0.70%
Lesotho	0	0.00%	0	0.00%	4	0.05%
Swaziland	0	0.00%	1	0.26%	2	0.03%
Namibia	3	0.85%	2	0.52%	8	0.11%
Botswana	0	0.00%	0	0.00%	2	0.03%
Other	0	0.00%	0	0.00%	117	1.57%
Unknown	0	0.00%	0	0.00%	111	1.49%
	351	100.00%	387	100.00%	7443	100.00%

	FOR THE QUARTER OCT 2006 - DEC 2006		FOR THE QUARTER JAN 2007 - MAR 2007		TOTAL OVER 82 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
MARITAL STATUS:						
Married	202	57.55%	209	54.01%	4,216	56.64%
Divorced	41	11.68%	41	10.59%	828	11.12%
Single	92	26.21%	113	29.20%	1,971	26.48%
Widowed	8	2.28%	17	4.39%	208	2.79%
Separated	8	2.28%	6	1.55%	84	1.13%
Unknown	0	0.00%	1	0.26%	136	1.83%
	351	100.00%	387	100.00%	7443	100.00%
SEX:						
Male	208	59.26%	243	62.79%	4,371	58.73%
Female	142	40.46%	144	37.21%	2,997	40.27%
Unknown	1	0.28%	0	0.00%	75	1.01%
	351	100.00%	387	100.00%	7443	100.00%
AGE:						
20	6	1.71%	4	1.03%	253	3.40%
20 - 40	201	57.26%	213	55.04%	3,554	47.75%
40+	144	41.03%	163	42.12%	2,772	37.24%
Unknown	0	0.00%	7	1.81%	864	11.61%
	351	100.00%	387	100.00%	7443	100.00%
LANGUAGE PREFERENCE:						
English	254	72.36%	274	70.80%	5,443	73.13%
Afrikaans	56	15.95%	81	20.93%	1,086	14.59%
Vernacular	39	11.11%	29	7.49%	751	10.09%
Unknown	2	0.57%	3	0.78%	163	2.19%
	351	100.00%	387	100.00%	7443	100.00%
EMPLOYMENT:						
Employed	220	62.68%	218	56.33%	4,715	63.35%
Unemployed	38	10.83%	36	9.30%	1,076	14.46%
Optionally unemployed (eg housewife)	11	3.13%	11	2.84%	120	1.61%
Part-time / Temp	14	3.99%	20	5.17%	258	3.47%
Self-employed	55	15.67%	77	19.90%	756	10.16%
Retired	0	0.00%	0	0.00%	18	0.24%
Pensioner	8	2.28%	17	4.39%	176	2.36%
Dependant	5	1.42%	4	1.03%	74	0.99%
Unknown	0	0.00%	4	1.03%	250	3.36%
	351	100.00%	387	100.00%	7443	100.00%
RELATED PROBLEMS:						
Previous Gambling Treatment	18	5.13%	28	7.24%	521	7.00%
Alcohol / Drug Problem	37	10.54%	42	10.85%	533	7.16%
Other Psychiatric Problems	58	16.52%	31	8.01%	759	10.20%
Suicidal Ideation	70	19.94%	92	23.77%	883	11.86%
Gamblers Anon Attendance	22	6.27%	32	8.27%	249	3.35%
Casino Exclusions	55	15.67%	88	22.74%	464	6.23%
Criminality	44	12.54%	44	11.37%	658	8.84%

TYPE OF GAMBLING:
 Casino Slots
 Non-Casino Slots (LPM's)
 Casino Table Games
 Bookmakers (Horses, sports etc)
 Lottery
 Scratch cards
 Internet gambling
 Bingo
 Private gambling
 Tote
 Other
 More than one
 Unknown

	FOR THE QUARTER OCT 2006 - DEC 2006		FOR THE QUARTER JAN 2007 - MAR 2007		TOTAL OVER 82 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
Casino Slots	184	52.42%	201	51.94%	4,055	54.48%
Non-Casino Slots (LPM's)	4	1.14%	6	1.55%	44	0.59%
Casino Table Games	80	22.79%	97	25.06%	1,555	20.89%
Bookmakers (Horses, sports etc)	1	0.28%	10	2.58%	271	3.64%
Lottery	1	0.28%	5	1.29%	45	0.60%
Scratch cards	0	0.00%	0	0.00%	3	0.04%
Internet gambling	0	0.00%	5	1.29%	20	0.27%
Bingo	1	0.28%	0	0.00%	5	0.07%
Private gambling	7	1.99%	13	3.36%	95	1.28%
Tote	4	1.14%	3	0.78%	80	1.07%
Other	3	0.85%	3	0.78%	110	1.48%
More than one	61	17.38%	43	11.11%	850	11.42%
Unknown	5	1.42%	1	0.26%	310	4.16%
	351	100.00%	387	100.00%	7443	100.00%
SOURCE OF COUNSELLING LINE NO						
Press Coverage & Media	104	29.63%	133	34.37%	3,206	43.07%
Via Collateral in gambling venues	218	62.11%	209	54.01%	3,021	40.59%
Via Staff in gambling venues	1	0.28%	11	2.84%	165	2.22%
Gamblers Anonymous	8	2.28%	5	1.29%	125	1.68%
NRGP Website	7	1.99%	10	2.58%	90	1.21%
Gambling Board	3	0.85%	6	1.55%	24	0.32%
Can't recall	9	2.56%	0	0.00%	702	9.43%
More than one	1	0.28%	13	3.36%	110	1.48%
	351	100.00%	387	100.00%	7443	100.00%

NATIONAL OUTPATIENT TREATMENT STATISTICS

	FOR THE QUARTER OCT 2006 - DEC 2006		FOR THE QUARTER JAN 2007 - MAR 2007		TOTAL OVER 82 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
No of spouses currently in treatment	22		31		31	
REFERRAL DATA:						
Patients referred for out-patient treatment	368		409		6,941	
Total first appointments made	305	82.88%	300	73.35%	5,027	72.42%
Total first appointments met ie patient actually arrived	252	82.62%	246	82.00%	4,159	82.73%
TREATMENT DATA:						
Patients currently in treatment	134		166		166	
Treatment dropouts	105	41.67%	77	31.30%	1,332	32.03%
No of patients completing all 6 sessions	112	44.44%	97	39.43%	1,915	46.04%
No of patients arriving for follow-up session (the 7th)	61	54.46%	46	47.42%	1,174	61.31%