

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
July – September 2004*

Winners know when to stop



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SOUTH AFRICAN
SARGT
RESPONSIBLE GAMBLING TRUST


National Centre for
the Study of Gambling


National
Gambling Board
of South Africa

1. EXECUTIVE SUMMARY

Notable in the past quarter have been a number of new initiatives to educate the NRGPs principal stakeholders about the programme and its services. This has seen the development of new information tools, including a monthly e-mail newsletter and a quarterly printed newsletter, which are being widely circulated.

Similarly, the NRGPs has substantially added to the number of presentations being made at major conferences, and to meetings and symposia involving regulators, industry, and civil society.

Encouraging has been the interest shown in the programme by regulators in other jurisdictions, most particularly those in Africa. There is a growing sense of common purpose that problem gambling is an issue for both regulators and industry throughout GRAF jurisdictions, and the NRGPs has been pleased to give its assistance as required.

New projects in respect of training public and private sector healthcare professionals have commenced. Industry and regulator training continues, as does adolescent education in Gauteng and the Western Cape, together with programmes aimed at senior citizens and community groups. In the past quarter 11 138 learners in these two provinces participated in the programme.

Interesting new research is underway to better understand the gambling habits of low income groups, as well as a project to examine the attitudes, beliefs and behaviour of those gamblers who avoid developing problems with their gambling. This will help us understand better why certain South Africans become problem gamblers and why others remain problem-free.

The impact of the CASA-funded television campaign on helpline calls over the past six months has been significant. There was also, in the past quarter, a higher percentage of calls which resulted in referrals.

The treatment service for family members of problem gamblers continues to remain well patronised, although still a new service.

Supported by both regulators and industry, whose participation was important, the NRGPs hosted a weekend conference for all the professionals in its growing treatment network. This took place in September at Caesars.

2. PREVENTION

The prevention team this past quarter has made significant progress in respect of new initiatives aimed at providing information for various NRGPs stakeholders, including policy makers and regulators in particular.

These have included the development of new information tools, such as the widely-circulated *Responsible Gambling Digest*, a monthly e-mail newsletter which summarises key developments and trends in international and South African problem gambling research, regulation, treatment and other pertinent areas. Similarly, the NRGPs is producing a new, printed quarterly newsletter, covering its activities, which will be distributed to some 1 500 recipients in government, industry, and civil society.

The 2003/4 research document was published and distributed in September, to a similar audience.

Together with Bluebouys, the NRGPs advertising and marketing partners, new collateral has been produced, and a new campaign is in progress. The new print media advertisement, produced by The Jupiter Drawing Room, debuted in August. Regrettably, the CASA-funded TV campaign, which was very successful in generating a significant growth in calls to the helpline, has run its course for 2004. Undoubtedly, television is an exceptional medium when it comes to making the public aware of the NRGPs and the service it offers.

The NRGPs new corporate video is in production, and will be ready for distribution in the final quarter of this year.

This has also been a busy period in respect of presentations to stakeholders. NRGP staffers have participated in a number of seminars and conferences, including the recent Pan-African World Conference in Johannesburg. Professor Peter Collins delivered a keynote address, which was widely covered in the local and even international media, and research manager, Clive Keegan, was invited to act as chairperson at the conference. Training manager, Loren Jordaan, manned the NRGP exhibition, which elicited considerable interest from delegates.

The exhibition continues to move around the country, and in the past quarter, spent time at three Tusk properties, being Umfolozi, Taung and Mmabatho, as well as at Caesars in Gauteng, and at the N1 City shopping complex in Cape Town.

Another important conference in the past quarter was the treatment professionals' conference which was held at Caesars in Johannesburg. Aside from all of the counsellors in our network, other participants included various representatives of industry and speakers from the regulatory sector.

There is more and more interest in the programme being expressed by regulators in other jurisdictions in Africa. Much work has been done in assisting the Malawi Gaming Board in the development of policies and plans to promote responsible gambling in that country, and next month, the NRGP will be represented at the annual GRAF forum in Arusha, Tanzania, at the invitation of its chairperson. It is becoming evident, for reasons of cost effectiveness and experience, that there is an argument for developing a responsible gambling model, devised by and based on the NRGP, for application in interested jurisdictions elsewhere in Africa. Work has begun on this.

Another, and new regulator to become involved in the NRGP is the KZN Bookmakers Board of Control. A presentation was given to the Board in August, and shortly the NRGP will be undertaking training for this regulator. We are also co-operating on the development of collateral.

Following on from the involvement of Western Cape bookmakers in the programme, Mike Burns of the National Gambling Board is kindly assisting us in encouraging the participation of bookmakers from other provinces.

Work has also started on a two-day conference, to be held next year, to update and brief regulators on international developments in respect of problem gambling. Leading academics and practitioners in the field, including Professor Bill Eadington, Professor Jan McMillen, Professor Don Ross, Dr Rina Gupta, and our own executive director, Professor Peter Collins, have agreed to participate. This briefing will be aimed at policy makers and decision makers in both the public and private sectors.

Planning has also started, in conjunction with the National Gambling Board, on a national problem gambling awareness week to take place in the first quarter of 2005.

Training for Health Care and Social Workers:

During August and September, 43 delegates from the Boland, West Coast, Overberg and Garden Route areas attended the training seminars for health care and social workers held in Paarl, Langebaan, Caledon and Mossel Bay.

The delegates were from local NGOs, many from substance abuse treatment organisations, and some had even done homework on gambling addiction before attending the course, because they had already encountered problem gamblers in their daily work.

The Cape Town seminars took place on October 22 and November 4.

The training manual, video and PowerPoint presentation are all meeting objectives. Invitation letters and booking forms will be resent to about 380 organisations, including the social workers attached to the Social Services Department in the various districts, to try and firm up dates for other seminars.

It is hoped to take this initiative to Gauteng in 2005.

Recruitment of New Facilitators:

New facilitators from speech and drama backgrounds were recruited to augment the schools' team. This is an ongoing requirement, as being part-timers, they move on to permanent posts elsewhere.

Allpay Outreach Project:

The visiting schedule aims to make about 190 visits to the various metropolitan outlets, including the Boland and West Coast towns during the mornings – the busiest times – from April to October.

All the areas targeted during July were visited: Bonteheuwel, Lavistown, Matroosfontein, Langa, Ravensmead, Belhar, Parow, Kasselsvlei, New Crossroads and Brown's Farm. Twelve facilitators made visits to 28 paypoints on 11 working days, distributing about seven 500 gambling myths leaflets and bookmarks.

All the areas targeted during August were visited: Wynberg, Retreat, KTC, Bothasig, Nyanga, Ottery, Kalk Bay, Delft, Bellville Eppingdust, Howard Place, Goodwood, Durbanville, Jamestown, Groot Drakenstein, Barrydale, Ashton, Bella Vista, Vredenburg, Darling, Piketberg. Fourteen facilitators made visits to 37 paypoints on 12 working days, distributing about 10 000 gambling myths leaflets and 8 000 bookmarks. The Worcester district was also included.

During September 14 facilitators made visits on 14 working days to 21 paypoints in Athlone, Gatesville, Table View, Hanover Park, Manenberg, Surwell, Paarden Eiland, Lwandle, Mfuleni, Macassar, Site C, Lingelethu and the Resource Centre in Khayelitsha, and the country towns of Saldanha, Mamre, Moorreesburg, Bot River, Ashton/Zolani, Bonnievale, Klapmuts and Elsenburg.

On the roster from October to December are Caledon, Buffeljagsrivier, Bredasdorp, De Wet, De Doorns, Ceres and Elim as well as Velddrif, Goedverwacht, Porterville, Hopefield, Langebaan, Riebeeck-Kasteel, St Helena Bay and Riebeeck West.

Ichthys Family Festival:

To reinforce exposure to the church organisations, lay preachers and public and to create awareness about the schools and community outreach and the NRGPs training for health care and social workers, the NRGPs participated in the Ichthys Christian Festival on 30 September, 1 and 2 October held at the N1 City events venue. Some 50 000 visitors attended.

An information pack comprising leaflets, copies of invitation letters for community appointments and a batch of bookmarks and a bookmark holder was hand-delivered to representatives of 40 organisations that were exhibiting there:

Africa Inland Mission	Aglow International
Ambassadors in Sport	Andrew Murray Centre
Ark City of Refuge	Bible Society
Bible Gospel to Seafarers	Campus Crusade for Christ
City Mission	The Carmel Evangelical Trust
Christ for the Nations Bible School	Community in Action
Cornerstone Bible School	Ex-Satanists in Christ
Frontline Fellowship	eTribuo Service of Given Gain
Go Ministries	Interserve
Jews for Jesus	Jivannadi Mission
Living Hope Community Centre	Mercy Ships SA
Mission Aviation Fellowship	Nadezhda Job Centre
Nazareth House	OMF International
Open Doors	Password International
Precious Lives Foundation	The Salvation Army
Scripture Union	SIM South Africa
Society for the Blind	St Lukes Hospice
Ten Forty Outreach	Thembacare
Wycliffe Bible Translators	Youth for Christ

Community Outreach Programme:

Following the various mailshots that were sent out during May/June, there has been a steady stream of inquiries and seven bookings have been confirmed for the period July to December, which will bring the tally for the year to date, to 12:

Other appointments are still being sought via Allpay contact work – however, so far this has not produced many referrals to community clubs, as was hoped.

NO	CLUB/INSTITUTION	DATE	NO OF PEOPLE
	APPOINTMENTS March - June		
1	Durbanville Rotary	23 March	12
2	NGK Durbanville	27 May	150
3	VLV Ladismith	23 June	35
4	Huis Izak van Tonder, Ladismith	23 June	15
	APPOINTMENTS JULY - SEPT		
5	Kleinbegin, Worcester	16 Aug	30
6	Haven Homes, Woodstock	15 Sept	20
	APPOINTMENTS October - December		
7	Karoo Lelies, Laingsburg	6 Oct	28
8	Cape Jewish Seniors' Association, Sea Point	18 Oct	50
9	ACVV Nkululeko Centre, Worcester	20 Oct	30
10	Stanford Volvertroue Dienssentrum, Stanford	21 Oct	50
11	Strandcare, Strand	26 Oct	40
12	Rusoord, Paarl	16+18 Nov	30
	TOTAL TO DATE		460

Schools Programme:

There has been an excellent response to the mailshot campaign during the third term. The number of appointments held from July to end September was: 74 sessions at 16 schools reaching 3 717 learners.

The tally to date is: 84 sessions at 24 schools and reaching 5 957 learners.

There are currently three schools bookings scheduled for the last term: provisionally 10 sessions reaching 520 learners.

Five other schools have expressed interest, but not yet scheduled an appointment, namely: Parkdene SS, George; Kwa-Mfundo SS, HS Swartland, Muizenberg HS and HS Montana, Worcester.

NO	NAME OF SCHOOL	SESSIONS	LEARNERS
	APPOINTMENTS FROM FEB TO JUNE		
1	Oude Molen Technical HS	1	150
2	Oscar Mpetha SS	5	263
3	Bulumko SS	2	93
	Bulumko SS	5	200 est
4	Joe Slovo SS	9	341
5	Vuyiseka SS	10	684
6	Phakama SS	6	337
7	Madrassah	4	93
8	Reddam HS	3	60 est.
9	Christ Generation Private College	1	20
	APPOINTMENTS FROM FEB TO JUNE	46	2 240

APPOINTMENTS – JULY - SEPT			
10	Table View HS	1	630
11	Goudini HS, Rawsonville	1	180
12	Robertson HS	1	350
13	Bernadino Heights	2	485
14	Rhodes HS	2	
15	Jan van Riebeeck HS, Cape Town	1	500
	Olyfkrans Kollege	1	16
16	Waldorf School, McGregor	1	?50
17	International School	1	25
18	Cedar House	5	100+
19	Wolseley SS	7	305-800
20	St George's Grammar School	1	38
21	Queen's Park HS	1	400
22	St Blaize College, Mossel Bay	1	38
23	Headstart College	1	60
24	Noordhoek Private School	1	20
APPOINTMENTS SCHEDULED FOR OCTOBER - NOVEMBER			
25	Huguenote HS	5	150
26	Calitzdorp HS	1	70
27	Wynberg Boys HS	4 minimum	300
	Sub-total	38	3 717 +
		84	5 957

Meeting with Province:

A meeting scheduled with Mrs Christine Quickfall (who has replaced Mrs Sharon Follentine as our contact person at Province) took place on July 21 at 10h00, as well as a subsequent meeting with Mr Chris Claasen to discuss aligning the NRGPs and Department's financial year end accounting aspects.

As a result of that meeting, the Department undertook to inform District Office Managers of our working relationship in writing and made its database of locally funded service providers available for contact purposes relating to the seminars for training health care and social workers.

Opportunities will also be sought to have the video played in waiting rooms, such as at day hospitals and health clinics throughout the province.

GAUTENG GAMBLING BOARD AND THE GAUTENG PROVINCIAL GOVERNMENT

Official Launch and Advertising/Publicity Programme:

This is still pending the outcome of renewed contact with the new MEC (Mr Paul Mashatile). Edward Lalumbe forwarded an information pack to him during May, together with a covering letter soliciting his participation in the launch.

Advertising and Publicity Campaign:

Advertisements are ready and scheduled for placement in The Star, Sowetan and Beeld once the campaign is officially launched. Attendant media publicity will also be sought at this stage.

Print Items:

Copies of the gambling myths leaflets and posters in various languages were supplied to GGB and GPG for internal use.

Video:

We still await comment on the accuracy, accessibility and audience-friendliness of the translated videoscripts from Dr Boshego of UNISA as requested in August, so that voice-over sessions for Zulu, Sepedi and Sesotho can be arranged at a Johannesburg recording studio. Video covers will be printed once quantities have been finalised.

Other Exhibition Venues:

The NRGP provided collateral for the Police Services stand at the Pretoria Show (end August), and a full service collateral and facilitator interface at the two-day Wikid Expo at the Sandton during September.

At the Wikid Expo in September, the stand worked very well – and there was good interest from people attending. The youth mainly took the leaflets, although there were a few more serious and challenging visitors. The NRGP exhibition has been placed on a special backdrop that is easy to erect in such situations – and an additional lightbox featuring the GGB and GPG's logos has been displayed.

This consolidates participation earlier in the year at the Rand Easter Show during April, National Youth Day in June, and at the 49th International World Conference on Small Business from 20 – 23 June at the Sandton Convention Centre.

We are taking advantage of these opportunities to create awareness about our community talks, the schools programme, etc.

Community Outreach Programme:

The community outreach programme is now underway and ten sessions have been held in collaboration with Aha-Thuto Secondary School at Orange Farm, Vanderbijlpark and Eqinisweni Secondary in Tembisa (Kempton Park) reaching nearly 600 people, with another five scheduled for Tsakane (Springs/Brakpan) in collaboration with Buhlebemfundo Secondary.

In response to a perceived need, a certificate of attendance has been preprinted – and is handed out to all people attending the presentations which initially are being arranged by sending out invitations to parents via the existing schools network.

Schools Programme:

Some 5 711 learners have been addressed during the past quarter, in 64 presentations held at 13 schools, bringing the tally for the year to date to 128 presentations at 29 schools reaching 11 125 learners.

Proposals for the Next Financial Year:

Following a request, new proposals and budgets are being compiled for 2005 that also target big employers (mines, banks, Telkom Eskom, Transnet, etc) in the community awareness strategy.

NUMBER	NAME OF SCHOOL	SESSIONS	LEARNERS
1	Thabo Secondary	12	829
2	Emadwaleni Secondary	3	258
3	Mafori Mphahlele Secondary	3	304
4	Raucal High	4	356
5	John Orr Technical High	3	236
6	Highlands North Boys High	4	500
7	Thomas Mafolo Secondary	3	290
8	Liberty Community School	2	220
9	United Church Schools	1	75
10	HS Langlaagte	4	310
11	Fontanus School	3	246
12	Bhukulani Secondary	4	322
13	Bona Comprehensive	4	314
14	Aha-Thuto Secondary	4	433
15	Lotus Gardens Secondary	11	911
16	Hillview High	2	191
	Sub-totalling to end June	67	5 795
17	HS Die Wilgers	2	160
18	Eersterust SS	5	400
19	Johannesburg Senior SS	3	228
20	Randpark HS	3	315
21	Ed-U-College	4	382
22	Phefeni SS	2	200
23	Jafta Mahlangu Secondary	6	509
	Aha-Thuto SS	4	349
	Sub-totalling	29	2 543
	Aha-Thuto SS	3	215
24	Rondebult SS	4	375
25	Buhlebemfundo SS	12	1 030
26	Ferndale HS	3	260
27	Reasoma SS	5	493
28	Eqinisweni SS	9	890
29	RW Fick SS	3	266
	Sub-totalling	39	3 529
	Total to end September	135	11 867
	Projected total to end of year	185	16 367
	COMMUNITY OUTREACH		
1		5	297
2		5	284
3	Youth Day, Small Bus. Expo and Wikid	5	
4	Wikid	2	
	Totalling to end September	17	581 excl. exhibitions
	Projected total to end of year	20	756 excl. exhibitions

Casino Training

Basic course:

Casino: Champions, Witbank
Date: 21 July 2004
Number of delegates trained: 42

Casino: Tusk Mmabatho Casino resort,
Mmabatho
Date: 10 & 11 August 2004
Number of delegates trained: 42

Casino: Goldfields, Welkom
Date: 23-25 August 2004
Number of delegates trained: 121

Casino: Club Mykonos Casino, Langebaan
Date: 6 September 2004
Number of delegates trained: 35

240 casino staff members, in total, were trained during the last quarter. Attendance of training sessions has been good and the feedback from delegates has been positive.

Health Care Workers:

Area	Date	Venue	No of delegates booked for training	No of delegates attending training
Garden Route	13 September 2004	Garden Route Casino	22	12
Boland	18 August 2004	De Oude Paarl Hotel and conference centre	20	16
Overberg	13 August 2004	Caledon Casino	28	11
West Coast	7 September 2004	Langebaan Golf & Country Club	8	4

Those attending the workshops responded very enthusiastically to the programme and found the workshop extremely valuable. Some social workers reported that they have already come across problem gamblers in their work field as well as on a personal level. They were all very keen to learn how to use the NRGP's resources and all were deemed competent at the end of the workshop to deal with problem gamblers in their day to day work.

Regulator training:

Regulator: Gauteng Gambling Board
Date: 26-27 July
Number of delegates trained: 57

Bookmakers:

On the 27th August 2004 Prof Peter Collins and Loren Jordaan conducted a presentation for 25 members of staff of the KwaZulu Natal Bookmakers Board of Control. The purpose was to inform staff about the structure, history and services offered by the NRGP.

Treatment Professionals:

The NRGF hosted a weekend workshop at Caesars Gauteng for its treatment professionals. Prof Peter Collins, Dr Rodger Meyer, Loren Jordaan and Barbara Van Der Spuy conducted presentations on their respective areas of expertise in the NRGF. The informative workshop also included the presentations from representatives of various sectors and organisations in the gambling industry. The main objective was to increase the treatment professionals' knowledge and understanding of the gambling industry.

The workshop included the following presentations from industry, regulators and Gamblers Anonymous:

- Keith Harvey (Eastern Cape Gambling and Betting Board)
The role of the regulator in the gambling industry
- Kathleen Houston (Peermont Global Resorts)
Casino industry, social responsibility and problem gambling
- Paul Leonard (Thuo Gaming)
The evolution of the limited payout machine industry: international lessons for South Africa
- Dudley Baylis
Gamblers Anonymous in South Africa
- Miranda Bulwer
Treatment outcomes – Research
- Mpho Ramafalo – Phumelela
Trends and developments in South Africa's horse racing industry after 1994

3 RESEARCH

Over the past four years the NRGF has conducted two major national surveys to gather information on the attitudes of South Africans towards gambling in general, to better understand the behaviour of those who participate in games of chance. This research has focused largely on identifying problem gamblers and the extent to which these exist in the various age, gender, income and race groups in South Africa.

In a change of direction, the quarter under review has seen the commencement of a research project which will focus on those "normal" gamblers who gamble without developing addiction or behavioural problems. The project will examine their attitudes, beliefs and behaviour, and gather longitudinal data in order to more closely examine the gambling public and to understand why certain individuals become problem gamblers and why normal gamblers remain problem-free.

The past quarter has also seen the publication of the NRGF's 2003 *National Study on Gambling and Problem Gambling in South Africa*. This is the second such report, the first having been published in 2001.

The *Responsible Gambling Digest* has been launched as a monthly electronic newsletter which provides readers with a broad overview of international developments in the study and treatment of problem gambling. It will contain summaries of research projects, best practice programmes, and legislative and policy initiatives. In addition, it will include information about forthcoming conferences on the subject. The principal purpose of this publication is to summarise material gathered from the Internet and to avoid the reader's need to spend many valuable hours surfing websites in order to keep abreast of global developments and trends.

4. TREATMENT & COUNSELLING

Over the past quarter, 948 problem gambling enquiries, telephone counselling and referrals were dealt with nationally. Of this total, 278 (29%) were problem gambling enquiries that were referred for treatment to our national treatment network. Our treatment services for family members of problem gamblers remain popular and on average nationally we refer about 25 family members per month for counselling support.

Requests for in-patient treatment nationally remain on average one per month. We are fortunate to have contractual agreements with four treatment facilities around the country to provide in-patient treatment when required.

The incidence of hoax calls to the helpline remains high, although they have dropped by approximately 10% over the past quarter since the introduction of a “caller identify” telephone instrument. We no longer answer repeat hoax calls when identified by the telephone number. This has left our telephone counsellors with more time to deal with genuine calls. We also recorded 2 081 calls from people requiring information about gambling and the casino industry in general. This arises from the presence of our helpline number on much of the advertising material of the gambling and casino industry and we attempt to deal with these enquiries in a polite and professional manner.

With the incipient introduction of the LPM industry in the Western Cape, we will watch our problem gambling calls and referrals closely. In other jurisdictions internationally, LPMs have contributed to the increase in problem gambling generally and we are keen to observe whether this will be the case here in the Western Cape. In Mpumalanga, the only other province with a LPM industry, we have not seen a significant rise in problem gambling behaviour related to their LPM industry.

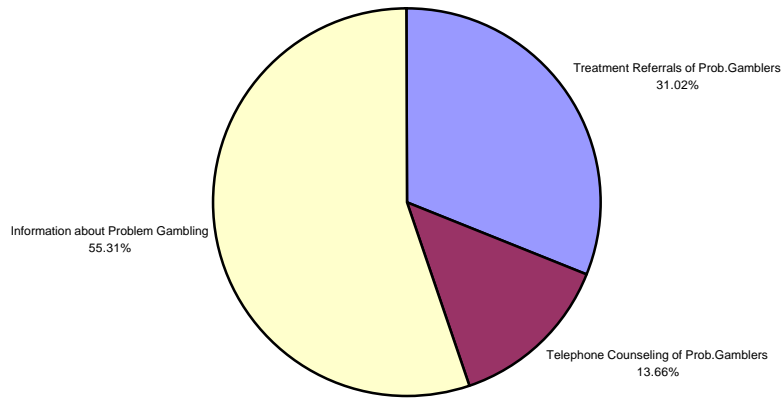
All treatment professionals recently attended a weekend workshop in Johannesburg, to upgrade their knowledge about the gambling industry and re-look at our treatment programme. The event was enormously successful and we aim to repeat it on an annual basis.

ENDS

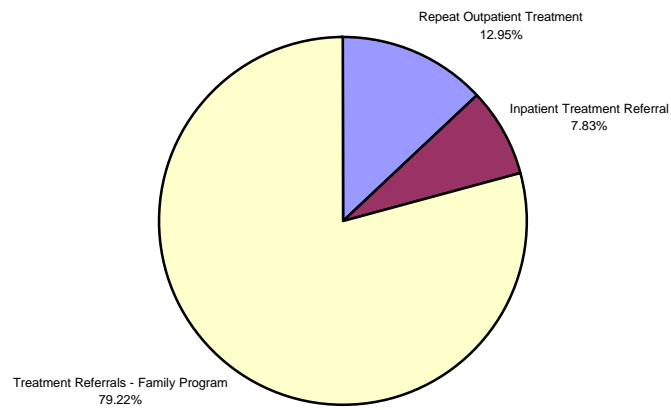
NATIONAL RESPONSIBLE GAMBLING PROGRAMME

	ORIGINAL BUDGET MAR 04 - FEB 05	ACTUAL COSTS TO MAR 04 to SEPT 2004	BALANCE BUDGET
RESEARCH:			
Fees for national and international researchers	1,476,000	799,405	676,595
Management & co-ordination	120,000	65,000	55,000
Conferences, travel and subsistence	150,000	144,072	5,928
Administrative, secretarial, accounting etc	72,000	48,000	24,000
Incidentals	25,000	1,444	23,556
SUB-TOTAL RESEARCH	1,843,000	1,057,922	785,078
PREVENTION, PUBLIC AWARENESS & PUBLIC EDUCATION:			
Public Education:			
Collateral/brochures for public dissemination	260,000	43,677	216,323
Public Education Office	138,000	94,363	43,637
Prevention:			
Advertorials etc	1,560,000	715,601	844,399
Communications/advocacy/public affairs	306,000	160,000	146,000
Conferences, travel and subsistence	150,000	22,273	127,727
Management & co-ordination	120,000	60,000	60,000
Administrative, secretarial, accounting etc	72,000	48,000	24,000
Incidentals	30,000	14,022	15,978
SUB-TOTAL PREVENTION, PUBLIC AWARENESS & PUBLIC EDUCATION:	2,636,000	1,157,936	1,478,064
TRAINING:			
Basic Training, Advanced and video training	360,000	221,711	138,289
Co-Ordination	108,000	68,358	39,642
SUB-TOTAL FOR TRAINING	468,000	290,069	177,931
TREATMENT NETWORK & HELPLINE:			
Helpline:			
Helpline costs	400,000	318,638	81,362
Treatment:			
Inpatient	100,000	27,311	72,689
Outpatient	946,000	656,094	289,906
Family Programme	70,000	56,925	13,075
Helpline & Treatment:			
Management	120,000	75,000	45,000
Treatment materials	30,000	0	30,000
Professional supervision of all therapy-associated activity	120,000	70,000	50,000
Conferences, travel and subsistence	150,000	37,135	112,865
Administrative, secretarial, accounting etc	72,000	48,000	24,000
Incidentals	25,000	9,333	15,667
SUB-TOTAL FOR TRAINING, COUNSELING & TREATMENT	2,033,000	1,298,435	734,565
TOTAL	6,980,000	3,804,363	3,175,637
Balance b/f from prior year	16,727	20,411	(3,684)
Desert Palace shortfall	(36,376)		
	6,960,351	3,824,774	3,135,577
TOTAL BUDGET for year based on 0.1% of GGR	8,238,041		

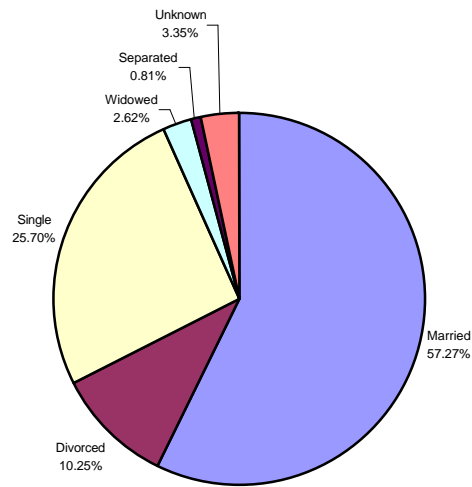
NATIONAL
PROBLEM GAMBLING CALLS - JULY 2004 to SEPT 2004



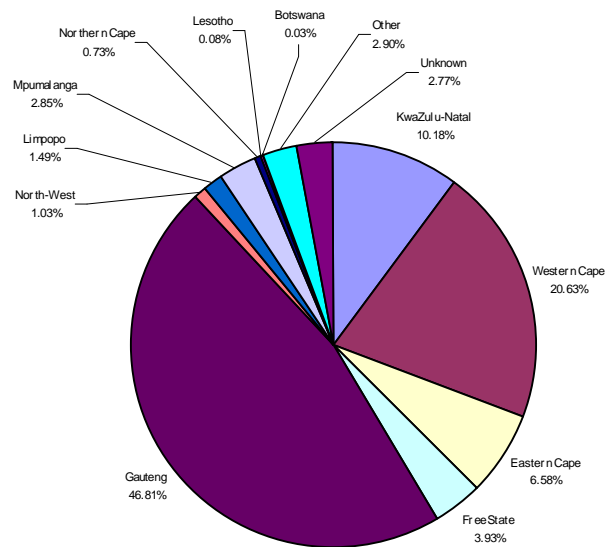
NATIONAL
OTHER PROBLEM GAMBLING CALLS - JULY 2004 to SEPT 2004



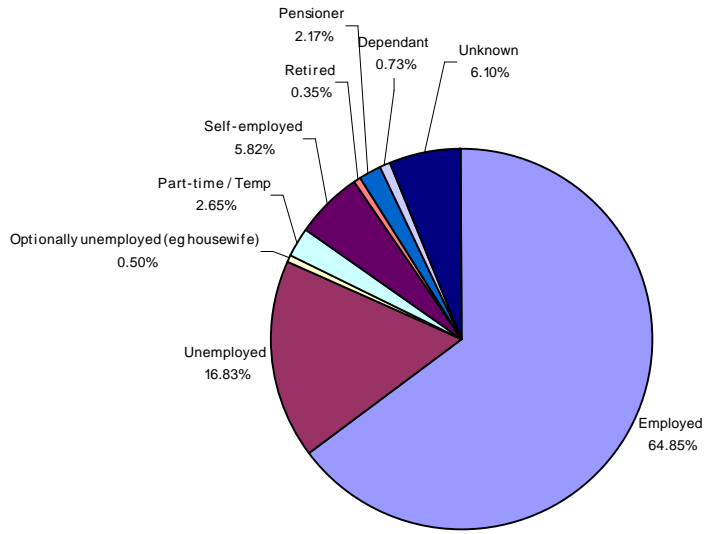
**NATIONAL
MARITAL STATUS - JULY 2004 to SEPT 2004**



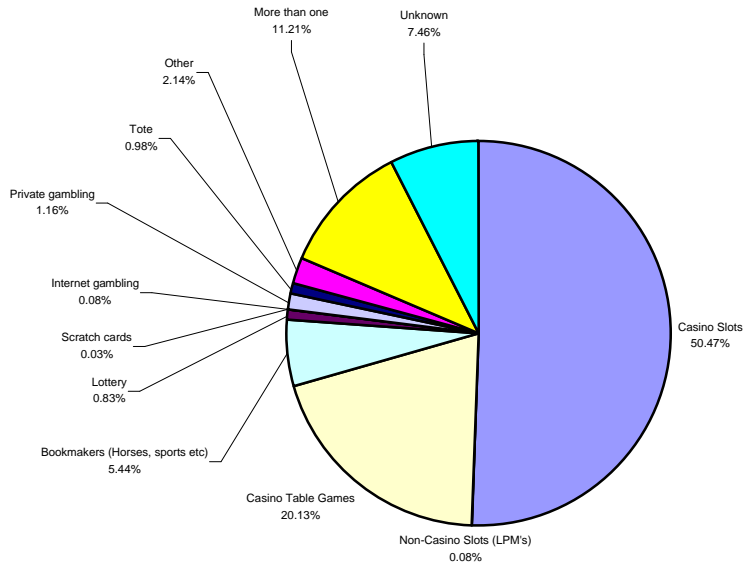
**NATIONAL
AREAS - JULY 2004 to SEPT 2004**



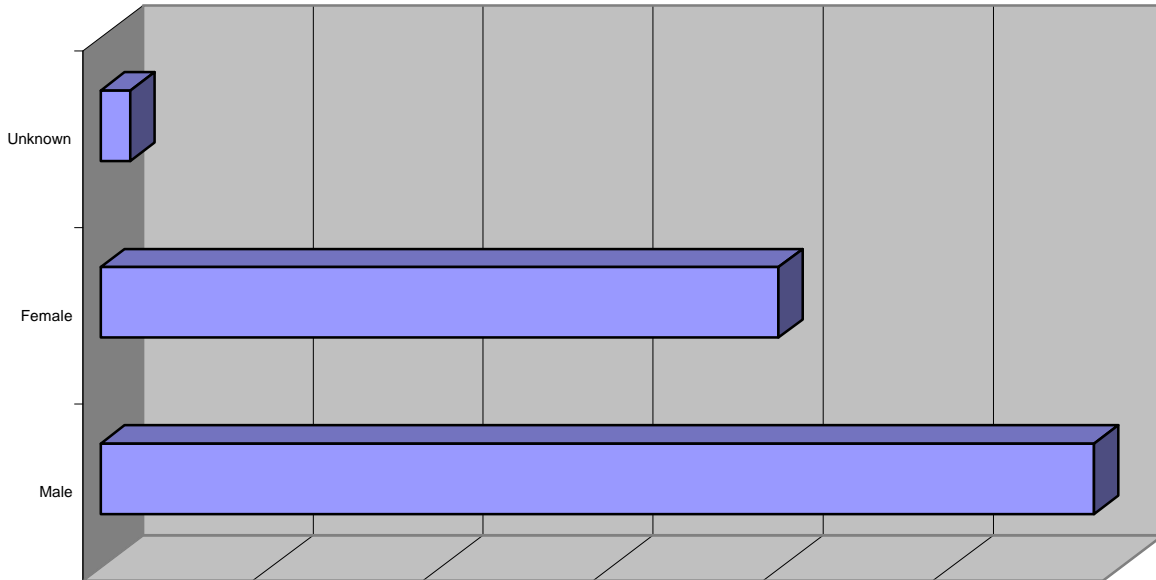
**NATIONAL
EMPLOYMENT STATUS - JULY 2004 to SEPT 2004**



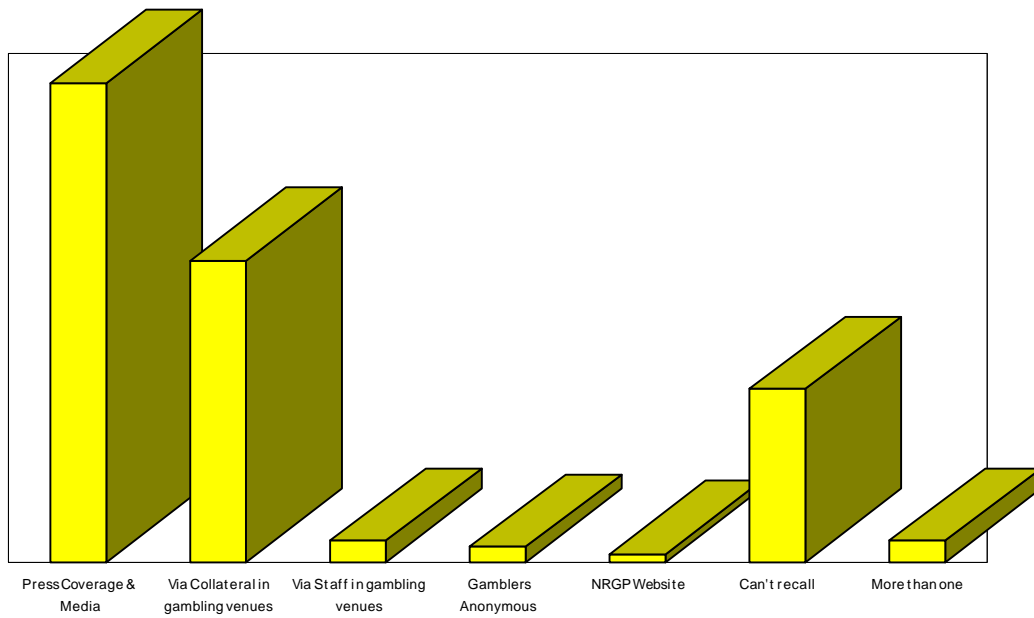
**NATIONAL
TYPES OF GAMBLING - JULY 2004 to SEPT 2004**



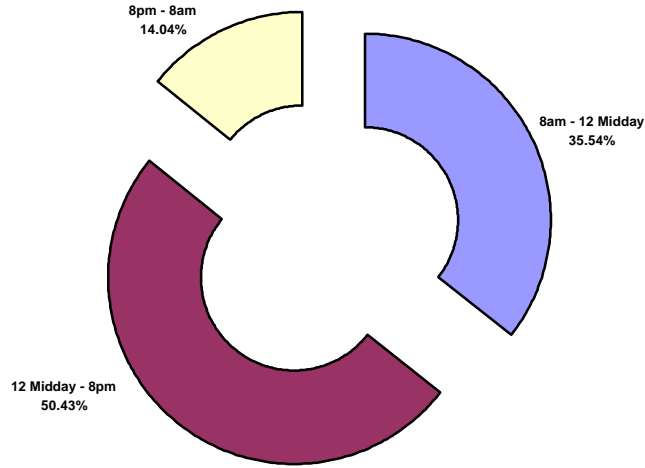
NATIONAL
GENDER - JULY 2004 to SEPT 2004



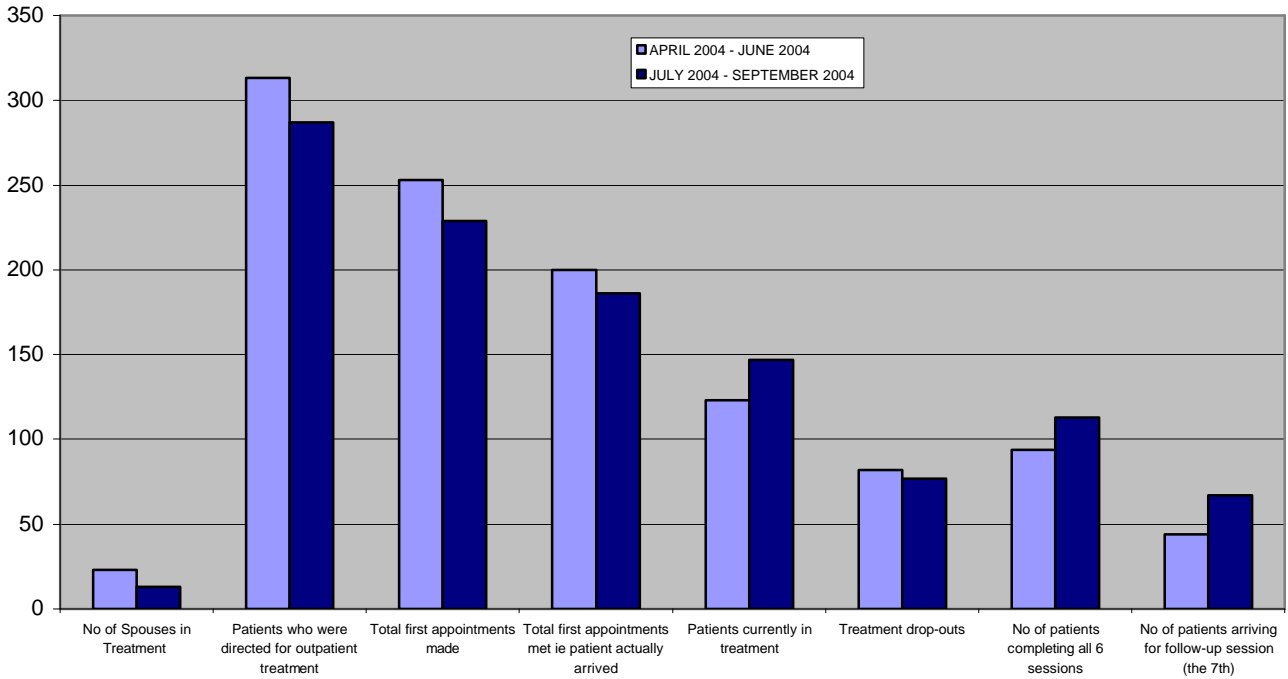
NATIONAL
SOURCE OF HELPLINE NO - JULY 2004 to SEPT 2004



NATIONAL
TIME OF CALLS - JULY 2004 to SEPT 2004



NATIONAL OUTPATIENT STATISTICS
COMPARISON 2nd QUARTER TO 3rd QUARTER



NATIONAL RESPONSIBLE GAMBLING HELPLINE STATISTICS

HELPLINE CALLS & REFERRALS:

	FOR THE QUARTER APRIL 2004 - JUNE 2004		FOR THE QUARTER JULY 2004 - SEPT 2004		TOTAL OVER 52 MTH PERIOD % of PROBLEM GAMBLING CALLS	
PROB GAMBLING CALLS:						
Treatment Referrals of Prob.Gamblers	290	31.54%	278	30.02%	3,969	31.02%
Telephone Counseling of Prob.Gamblers	166	17.45%	68	7.34%	1,748	13.66%
Information about Problem Gambling	437	51.01%	580	62.63%	7,076	55.31%
	893	100.00%	926	100.00%	12,793	100.00%
						% of OTHER
OTHER PROB GAMBLING REFERRALS :					TOTAL OVER 52 MTH PERIOD	PROBLEM GAMBLING CALLS
Repeat Outpatient Treatment	13	21.67%	8	9.76%	43	12.95%
Inpatient Treatment Referral	1	1.67%	4	4.88%	26	7.83%
Treatment Referrals - Family Program	46	76.67%	70	85.37%	263	79.22%
	60	100.00%	82	100.00%	332	100.00%
					TOTAL OVER 52 MTH PERIOD	% of TOTAL CALLS
TOTAL NO OF PROB GAMBLING CALLS	953	10.93%	1,008	9.89%	13,125	15.24%
OTHER CALLS:						
General Enquiries	2229	25.56%	2081	20.42%	14,519	16.86%
Hoaxes	2146	24.60%	3070	30.13%	25,325	29.40%
Silent	2123	24.34%	2888	28.34%	19,826	23.02%
Wrong No's	1271	14.57%	1143	11.22%	13,331	15.48%
	7,769	89.07%	9,182	90.11%	73,001	84.76%
TOTAL NO OF CALLS TO HELPLINE	8,722		10,190		86,126	

OTHER DATA

TIME OF CALL(PROBLEM GAMBLER):

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

	FOR THE QUARTER APRIL 2004 - JUNE 2004		FOR THE QUARTER JULY 2004 - SEPT 2004		TOTAL SINCE OCT 02	% of PROBLEM GAMBLING REFERRAL CALLS
	112	38.62%	88	31.65%	709	17.86%
	148	51.03%	159	57.19%	1,006	25.35%
	30	10.34%	31	11.15%	280	7.05%

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

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

	FOR THE QUARTER APRIL 2004 - JUNE 2004		FOR THE QUARTER JULY 2004 - SEPT 2004		TOTAL SINCE JAN 04	% of FAMILY PROGRAMME REFERRALS
	38	82.61%	44	62.86%	121	73.33%
	4	8.70%	5	7.14%	11	6.67%
	1	2.17%	14	20.00%	21	12.73%
	3	6.52%	2	2.86%	7	4.24%
	0	0.00%	5	7.14%	5	3.03%
	46	100.00%	70	100.00%	165	100.00%

**FAMILY PROGRAMME REFERRALS -
COUNSELING PROGRAMME**

Counseling
Intervention Planning

	FOR THE QUARTER APRIL 2004 - JUNE 2004		FOR THE QUARTER JULY 2004 - SEPT 2004		TOTAL SINCE JAN 04	% of FAMILY PROGRAMME REFERRALS
	25	54.35%	50	71.43%	107	64.85%
	21	45.65%	20	28.57%	58	35.15%
	46	100.00%	70	100.00%	165	100.00%

ANALYSIS OF PG REFERRALS:

AREA:

KwaZulu-Natal
Western Cape
Eastern Cape
Free State
Gauteng
North-West
Limpopo
Mpumalanga
Northern Cape
Lesotho
Swaziland
Namibia
Botswana
Other
Unknown

	FOR THE QUARTER APRIL 2004 - JUNE 2004		FOR THE QUARTER JULY 2004 - SEPT 2004		TOTAL OVER 52 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
	35	12.07%	41	14.75%	404	10.18%
	44	15.17%	37	13.31%	819	20.63%
	12	4.14%	16	5.76%	261	6.58%
	9	3.10%	51	18.35%	156	3.93%
	165	56.90%	116	41.73%	1,858	46.81%
	3	1.03%	5	1.80%	41	1.03%
	6	2.07%	2	0.72%	59	1.49%
	8	2.76%	9	3.24%	113	2.85%
	5	1.72%	0	0.00%	29	0.73%
	3	1.03%	0	0.00%	3	0.08%
	0	0.00%	0	0.00%	0	0.00%
	0	0.00%	0	0.00%	0	0.00%
	0	0.00%	0	0.00%	1	0.03%
	0	0.00%	1	0.36%	115	2.90%
	0	0.00%	0	0.00%	110	2.77%
	290	100.00%	278	100.00%	3,969	100.00%

	FOR THE QUARTER APRIL 2004 - JUNE 2004		FOR THE QUARTER JULY 2004 - SEPT 2004		TOTAL OVER 52 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
MARITAL STATUS:						
Married	158	54.48%	149	53.60%	2,273	57.27%
Divorced	41	14.14%	31	11.15%	407	10.25%
Single	76	26.21%	82	29.50%	1,020	25.70%
Widowed	12	4.14%	11	3.96%	104	2.62%
Separated	2	0.69%	5	1.80%	32	0.81%
Unknown	1	0.34%	0	0.00%	133	3.35%
	290	100.00%	278	100.00%	3,969	100.00%
SEX:						
Male	179	61.72%	152	54.68%	2,318	58.40%
Female	111	38.28%	126	45.32%	1,582	39.86%
Unknown	0	0.00%	0	0.00%	69	1.74%
	290	100.00%	278	100.00%	3,969	100.00%
AGE:						
20	7	2.41%	6	2.16%	102	2.57%
20 - 40	153	52.76%	152	54.68%	1,764	44.44%
40+	117	40.34%	118	42.45%	1,267	31.92%
Unknown	13	4.48%	2	0.72%	836	21.06%
	290	100.00%	278	100.00%	3,969	100.00%
LANGUAGE PREFERENCE:						
English	201	69.31%	209	75.18%	2,844	71.66%
Afrikaans	69	23.79%	35	12.59%	563	14.18%
Vernacular	19	6.55%	34	12.23%	406	10.23%
Unknown	1	0.34%	0	0.00%	156	3.93%
	290	100.00%	278	100.00%	3,969	100.00%
EMPLOYMENT:						
Employed	166	57.24%	161	57.91%	2,574	64.85%
Unemployed	56	19.31%	42	15.11%	668	16.83%
Optionally unemployed (eg housewife)	3	1.03%	17	6.12%	20	0.50%
Part-time / Temp	18	6.21%	15	5.40%	105	2.65%
Self-employed	36	12.41%	29	10.43%	231	5.82%
Retired	1	0.34%	0	0.00%	14	0.35%
Pensioner	3	1.03%	5	1.80%	86	2.17%
Dependant	5	1.72%	9	3.24%	29	0.73%
Unknown	2	0.69%	0	0.00%	242	6.10%
	290	100.00%	278	100.00%	3,969	100.00%
RELATED PROBLEMS:						
Previous Gambling Treatment	9	3.10%	7	2.52%	346	8.72%
Alcohol / Drug Problem	28	9.66%	32	11.51%	157	3.96%
Other Psychiatric Problems	35	12.07%	74	26.62%	311	7.84%
Suicidal Ideation	23	7.93%	38	13.67%	250	6.30%
Gamblers Anon Attendance	13	4.48%	14	5.04%	54	1.36%
Criminality	42	14.48%	34	12.23%	312	7.86%

	FOR THE QUARTER APRIL 2004 - JUNE 2004		FOR THE QUARTER JULY 2004 - SEPT 2004		TOTAL OVER 52 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
TYPE OF GAMBLING:						
Casino Slots	153	52.76%	150	53.96%	2,003	50.47%
Non-Casino Slots (LPM's)	1	0.34%	2	0.72%	3	0.08%
Casino Table Games	58	20.00%	57	20.50%	799	20.13%
Bookmakers (Horses, sports etc)	12	4.14%	11	3.96%	216	5.44%
Lottery	1	0.34%	0	0.00%	33	0.83%
Scratch cards	0	0.00%	0	0.00%	1	0.03%
Internet gambling	0	0.00%	1	0.36%	3	0.08%
Bingo	0	0.00%	0	0.00%	0	0.00%
Private gambling	15	5.17%	14	5.04%	46	1.16%
Tote	11	3.79%	9	3.24%	39	0.98%
Other	2	0.69%	3	1.08%	85	2.14%
More than one	37	12.76%	29	10.43%	445	11.21%
Unknown	0	0.00%	2	0.72%	296	7.46%
	290	100.00%	278	100.00%	3,969	100.00%
SOURCE OF HELPLINE NO						
Press Coverage & Media	140	48.28%	148	53.24%	1,869	47.09%
Via Collateral in gambling venues	92	31.72%	98	35.25%	1,176	29.63%
Via Staff in gambling venues	26	8.97%	11	3.96%	83	2.09%
Gamblers Anonymous	24	8.28%	10	3.60%	58	1.46%
NRGP Website	2	0.69%	4	1.44%	31	0.78%
Can't recall	2	0.69%	4	1.44%	671	16.91%
More than one	4	1.38%	3	1.08%	81	2.04%
	290	100.00%	278	100.00%	3,969	100.00%

NATIONAL OUT-PATIENT TREATMENT STATISTICS

	FOR THE QUARTER APRIL 2004 - JUNE 2004		FOR THE QUARTER JULY 2004 - SEPT 2004		TOTAL OVER 52 MTH PERIOD		
No of spouses currently in treatment	25		13		13		From Sept 03
REFERRAL DATA:							
Patients referred for out-patient treatment	313		287		3,241		
Total first appointments made	253	80.83%	229	79.79%	2,201	67.91%	% OF PATIENTS DIRECTED FOR TREATMENT
Total first appointments met ie patient actually arrived	200	79.05%	186	81.22%	1,817	82.55%	% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
TREATMENT DATA:							
Patients currently in treatment	125		147		147		
Treatment dropouts	82	41.00%	77	41.40%	462	25.43%	% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
No of patients completing all 6 sessions	94	47.00%	113	60.75%	878	48.32%	% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
No of patients arriving for follow-up session (the 7th)	44	46.81%	67	59.29%	527	60.02%	% PATIENTS WHO COMPLETED THE PROGRAMME & ARRIVED FOR THE 7TH FOLLOW UP SESSION 3 MTHS AFTER COMPLETING TREATMENT