

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 2005*

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


National
Gambling Board
of South Africa

1. EXECUTIVE SUMMARY

The most significant event of the quarter under review was a three-day internal conference held in July which was attended by key NRGF staff, professionals and department heads.

The purpose of the conference was to review the 2004/5 year against targets, and to rationalize planning for this year and next.

A wide ranging discussion took place, and issues requiring attention were identified.

Perhaps as a consequence of the public's growing familiarity with the programme, we are noticing an increased demand for our services in all divisions. For example, treatment referrals have been growing by 15% per quarter, and in real terms this amounts to an increase to 120 referrals per month, as opposed to an average of 90 last year. Similarly, the number of people seeking treatment in the family programme rose by 20% over the past quarter.

A fifth-in-patient treatment centre has been added to our network, being the Ikhwezi Neuro Clinic in East London. A further three treatment professionals have also joined our team.

In total, 361 problem gamblers were referred over the past quarter, and 84 participated in the family programme.

Ongoing public education activities in the quarter under review included co-operative ventures with provinces, two new projects aimed at workers and consumers in the retail industry and an on-line responsible gambling education campaign for adolescents, as well as one-off promotions at major gambling events such as the Durban July.

The NRGF continues to give presentations in a wide range of community forums, and there was a special focus in respect of advertising and other public service programmes ahead of the September school holidays. Over the past three months, 11 848 learners participated in our continuing schools' programme, and 350 in our more general community groups initiative. This means that since inception, 73 505 people up to end-September have been through these two campaigns aimed at groups in society deemed to be especially vulnerable.

Preparatory work for the 2005/6 version of the biennial national prevalence survey is currently underway. The sample base will consist of 1 000 respondents in Western Cape, Gauteng and KwaZulu-Natal. The fields of inquiry are to be expanded in this version of the survey, to include such matters as superstitious beliefs, self-protection methods and changes in gambling behaviour. Data gathering for this survey will be completed by the end of October, after which it will be analysed ahead of publication of the results at the end of February 2006.

Field work for the study to determine why some develop gambling problems while others do not has been completed and analysed data from the survey will be available by the end of October. The final report is due for publication by the end of February 2006. It is anticipated that these insights will enable the NRGF to develop programmes aimed at assisting regular gamblers in avoiding the development of problem gambling habits.

Work has been completed on the preparation of the *Introductory Guide to Problem Gambling*, the purpose of which is to introduce the lay reader to the issues that attach to problem gambling and to provide an international overview of current research into these matters. It is anticipated that this manual will be published during November.

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.

2. PREVENTION

Perhaps the most notable event of the past quarter was the NRGPs *bosberaad* which was held from 15-17 July. This focused primarily on a review of performance, issues and planning in the public education and treatment divisions and involved some 20 NRGPs staffers.

With regard to public education, the NRGPs' commitment to prevention initiatives aimed at LSM income groups five and below was reiterated as our principal focus. The need for a multi-lingual prevention campaign was reinforced, as was the need to continually seek non-traditional means of reaching South Africans in these income groups.

A comprehensive review was undertaken of our achievement of 2004/2005 targets, as well as those pertaining to 2005/2006. For 2004/5, the following analysis emerged:

AUDIT OF ACHIEVEMENT OF TARGETS: PUBLIC EDUCATION TEAM

1 March 2004 – 28th February 2005

DELIVERABLES	KEY PERFORMANCE INDICATORS	COMPLIANCE
PUBLIC AWARENESS COMPONENT (prevention, education and public affairs)		
	Number of calls to helpline monitored on a monthly basis	Refer helpline for analysis; usually the calls increase after advertising has appeared in the press/been broadcast on radio or TV; or after an appearance at a school/community group; occasional responses also to industry-specific promotional campaigns where the helpline number is mentioned
	Media coverage: monitoring press clippings/radio/TV, including content analysis to gauge awareness	This is ongoing – and is analysed monthly: refer attached documentation.
	Potential number of institutions, groups, clubs, individuals of the target audience(s) reached via the various approaches	These are monitored on a project basis, as far as possible; sometimes only can be ascertained with reference to the quantity of collateral handed out.
1. Programmes aimed at lower-income groups		Investment in media aimed at lower LSM groups has increased.
2. Programmes aimed at adolescents		Financed by WC and GAUTENG – since inception to end February 2005: WC: 466 sessions at 87 schools, reaching 22 630 learners Gauteng: 256 sessions at 48 schools, reaching 22 684 learners
3. Programmes aimed at seniors/adults		Financed by WC and GAUTENG – since inception to end February 2005: WC: - 85 sessions reaching 4 662 adults Gauteng – 23 sessions reaching 581 adults
4. Translation of material		Ongoing depending on requirement: isiXhosa and SeSwati were the last translations to the generic leaflets.
5. Television advertising		Occasional, depending on budget available – refer attached list.
6. Corporate videos		Completed during July 2005.
7. New advertising media		We have looked into alternative forms of advertising, such as billboards, bus stops, slogans and helpline number on train tickets, but these forms of advertising come at an exorbitant price. We are still open to anything new though and will keep looking, provided the cost is realistic. (We have put the ad in the Race Card at the Durban July and the J&B Met, as well as having it displayed on the large screen at these race meetings. It seems to have brought some success.)
8. Public sector relations		Ongoing
9. Reputation management		Ongoing
10. Perception audit		Completed in co-operation with Casino Association of South Africa.
11. Special events – ✓ National conference ✓ Awareness month		A conference for regulators was held in Livingstone, Tanzania. A national awareness week/month is pending; meetings have been held with officials from the National Gambling Board of SA and proposals and provisional budgets submitted – and another meeting was held in Pretoria during August 2005.
12. Exhibitions		The generic NRGPs exhibition was on display at nine venues to end February 2005: Rand Easter Show, Garden Route Casino, Tusk Umfolozi, Tusk Taung, Tusk Mmabatho, Caesars, N1 City, Cape Town, Tanzania and at the NGB offices in Pretoria.
13. Collateral/Print items		NRGPs News – introduced in 2005 and now two issues to date Annual report – 2003/4 published November 2004; 2004/5 currently in production NRGPs Digest – introduced in 2005 and distributed monthly to a wide audience via email, including treatment and counselling network countrywide E-zine – produced monthly for treatment team Website re-vamped in 2005 and updated monthly

Also in that month, the NRGP conducted a major promotion at the Durban July, South Africa's premier racing event. This included above-the-line advertising in the KZN press, the race programme, and on the racing channel. Additionally, responsible gambling literature was available and widely distributed.

Development work started on two new and innovative projects. The first is an education campaign aimed primarily at workers, but reaching consumers as well, within the retail sector. A pilot is being planned for the last quarter of the year with the New Clicks group which will see collateral being distributed to the company's workforce, usage of the NRGP exhibition at regional offices of the company, as well as access to Clicks's internal radio station which broadcasts in its stores throughout the country.

The second new project currently in planning is an on-line education programme aimed at adolescents. This we are exploring with Betfair, who in principle have offered to make available not only their expertise and technology, but also some funding.

Work was completed on the 2005 annual report, which goes into production in October. The new corporate video was also completed and distributed to over 200 NRGP stakeholders in national and provincial legislatures, the public service, NGOs, the professional community, the media and other interested parties.

We are continuing to work with, and invest in, the Mpumalanga Gaming Board's quarterly responsible gambling education project.

Demand continues from the community for NRGP presentations, of which 15 were undertaken in the quarter under review, excluding those which are part of the adolescents and seniors' programme.

The NRGP is also assisting the National Gambling Board with the development of a National Awareness Week in 2006.

International interest in the programme continues, and in October the NRGP is hosting the UK's new gambling minister, The Rt Hon Richard Caborn, who is visiting South Africa and wishes to better understand the work of the NRGP.

GAUTENG

The Gauteng Gambling Board and the Province's Department of Economic Affairs fund, two ongoing projects in Gauteng:

SCHOOLS' PROJECT

Since inception of the programme in 2004, more than 38 655 learners have been addressed during 543 sessions at 74 different schools, and since the start of the current 2005 financial year 15 971 learners during 191 sessions at 25 schools.

For the quarter between July and September 2005 some 8140 learners at 12 schools have been exposed to the programme during 95 presentations.

The invitation and booking process for the final schools phase starts again on 3 October when schools return from vacation.

COMMUNITY OUTREACH VIA SCHOOLS AND EXHIBITIONS

In respect of adult presentations, we have been working together with representatives from the local provincial government in order to ensure that we are included in, and have a presence at, their community programmes, imbizos and workshops.

We also had a presence at the Pretoria Show – 11 hours daily for 11 days – from Wednesday 24 August to Sunday, 4 September. It has been rated as the best Pretoria Show in years. Interest in our

product has been better than expected. There was no local government stall, so we were totally independent and this has had its pros and cons.

On an extremely positive note, we have performed four community presentations to the community of Kromdraai. These presentations went exceptionally well and we look forward to seeing more movement on this front.

We have also targeted ABET centres and Churches for facilitated adult programmes. Similar to last year, the response has been slow.

We are, however, pushing hard and are confident that our efforts will soon show results.

VIDEOS FOR TEENS/ADULTS

The videoscripts have been translated into isiZulu, Sesotho sa Leboa and Sesotho and we await final approval from Professor Boshego of UNISA. Prof. Boshigo for accuracy, accessibility and audience-friendliness. Quotations have been received and voice-overs into the vernacular are to be arranged at a Johannesburg recording studio soon.

SCHOOL SYLLABUS PILOT PROJECT

An appointment to see Mr Jabu Malindi of the Department of Education is being sought to discuss inclusion of a problem gambling awareness module in the consumer education syllabus from Grade 9 onwards.

ADULT TRAINING PROGRAMME

At least 15 appointments have been obtained for this project, a pilot employee wellness initiative, which entails promoting responsible gambling awareness and training in the workplace via human resources managers, skills development facilitators and trainers/instructors/supervisors in commerce and industry, especially the banking and financial institutions.

The three-hour customised workshop is aimed at human resource professionals, trainers, managers. The programme will supply the tools they need to develop company policy, identify the issue of problem gambling, as well as guide them through the intervention process.

A video programme and a PowerPoint presentation has been produced as visual aids, as well as a manual for facilitators and delegates.

NUMBER OF SCHOOLS	NAME OF SCHOOL	SESSIONS	LEARNERS
Brought forward			
40 schools	Total to end December 2004	192	17 217
	January to February 2005		
41	Landulwazi Comprehensive	8	561
42	Mosupatsela Secondary School	18	1 630
43	Germiston High School	8	729
44	Raucall Secondary School	3	315
45	Nirvana Secondary School	8	567
46	Noordgesig Secondary	7	597
47	Florida Park Secondary School	8	805
48	Lenz Public School	4	263
8 schools	Sub-total Jan/February	64	5 467
48 schools	Totals to end Feb 2005	256	22 684
	March 2005		
49	Eldorado Park Secondary School	4	350

	Lenz Public School	6	480
50	Saulridge High School	3	224
51*	Robertsham School	2*	119
52	Ibhongo SS	13	1045
53	Mafori-Mphahlele HS	9	660
54*	Solomon Mahlangu Freedom	7*	635
55	Vuwani SS	5	396
56	General Smuts HS	7	571
57	DWT Nthathe Abet Centre	8	711
58	Thesele HS	1	104
59	Kensington SS	13	948
60*	Dawnview HS	7*	694
61	Trinity SS	11	894
13 schools	Sub-total March to June 2005	96 sessions	7 831 learners
61 schools	Total since inception	352 sessions	30 515 learners
	COMMUNITY OUTREACH		
1	Gauteng Legislature expo	(1 day)	
2	Rand Show	(17 days)	
3	Pretoria Show	(11 days)	
4	Matla Combined School expo	(1 day)	
5	Kromdraai community	4	
5	Total to end of Sept 2005		
b/fwd			
13 schools	Sub-total March to June 2005	96 sessions	7 831 learners
61 schools	Total since inception	352 sessions	30 515 learners
	June to September 2005		
61	Trinity SS	2	114
62	Aurora Private School	5	397
63	Beverly Hills HS	6	393
64	Dr Harry Gwala SS	6	507
65	Madiba Comprehensive School	11	976
66	Mabuya SS	12	1 255
67	United Church School	2	173
68	Phandimfundo Secondary	8	688
70	Botse-Botse SS	8	611
71	Masisebenze SS	12	1 098
72	JE Malepe SS	9	648
73	Mahareng SS	8	760
74	Matla Combined School	6	520
12	Sub-total July to Sept	95	8 140
25	Sub-total March to Sept	191	15 971
74 schools	Total since inception	543	38 655

Projects undertaken with the Department of Social Services & Poverty Alleviation in the Western Cape

Allpay Outreach Project

The core team of part-time facilitators numbers 13 and they are representative of the Western Cape's demographic profile.

During July 12 facilitators visited 26 sites:

Belhar, Bridgton, Caledon, Constantia, Delft, Epping, Franschhoek, Gugulethu, Harare, Hornlee, Jamestown, Khayelitsha, Kwanakatula, Knysna, Kraaifontein, Lavender Hill, Lavistown, Lotus River, Manenberg, Nyanga, Pacaltsdorp, Parkersdam, Plumstead, The Craggs, Wellington, Worcester.

During August 13 facilitators visited 25 sites:

Belhar, Brooklyn/Ysterplaat, De Rust, Durbanville, Ebenhaeser, Gatesville, Gugulethu, Kalbaskraal, Kasselsvlei, Kranshoek, Langa, Lutzville, Macassar, Maitland, Mossel Bay, Pacaltsdorp, Parkersdam, Robertsdam, Rosemoore, Somerset West, Themablethu, Westridge, Wittebome, Wynberg, Vredendal

During September 13 facilitators visited 24 sites:

Atlantis, Bellville, Brown's Farm, Delft, Firgrove, George Industrial, Grassy Park, Gugulethu, Kwanoqwaba, Langa, Lawaaikamp, Mowbray, New Horizons, Nyanga, Oudtshoorn, Parow, Plettenberg Bay, Retreat, Rheenendal, Simon's Town, Strand, Surwell, Vredendal, Wellington

Because of the numbers involved in sites in the townships, the facilitators are present on all the payout days in a month.

To date we have estimated the collateral handouts based on the quantities collected by the facilitator; now we are insisting that they be more specific about the number of gambling myths leaflets and bookmarks that are handed out at a morning stint.

We are also instituting a system for the Allpay supervisor on duty to sign and stamp a form letter as proof of attendance.

While the initial approach last year was to focus on senior citizens/pensioners in the areas surrounding sites of casinos, the aim this year has been to include adult beneficiaries of grants in a wider area, with particular inclusion of the country districts.

This has resulted in more expenses relating to travelling expenses and overnight accommodation fees, as facilitators need to be on duty, often from as early as 07h00 onwards for their four-hour stints. To date the number of kilometres covered by facilitators on the Allpay project is 93 556 km (compared with 10 416 km last year).

One of the facilitators reported some evidence of irregular behaviour by the hall staff working at the Masimbambane hall, Harare which serves as an Allpay paypoint – and merits some investigation by the relevant authorities. The staff seem to be imposing R2.00 levies – on her ostensibly because she is handing out leaflets, which could cause litter – and on other people coming to the hall in return for 'aid' with their applications to the Allpay or social services staff.

Tally for period March 2005 to end September 2005

	Month	Sites/paypoints	Facilitators
1 st quarter	March	14	13
	April	35	12
	May	43	12
	June	41	13
	Sub-total	133	13 maximum monthly

2 nd quarter	July	26	12
	August	25	13
	September	24	13
	Sub-total	208 paypoints	13 maximum monthly
	Annual target	190 paypoints	
	Surplus/(Shortfall)	18	

Refer schedules for review period and October (provisional) attached.

Community and Schools Programme

The project is planned in four phases, based on the dispersed geographic location characteristics of the Western Cape and specific language group requirements, as well as the school term timetable.

The period under review in this quarter - end June to end September - covers most of Phases 2 and 3 of the project. Phase 4 runs from October 16 to November 4 and concentrates on the Cape Peninsula and metropolitan areas.

During the period under review 37 sessions have been held at 16 schools, reaching 3 708 learners.

This brings the tally for the year to date to 66 sessions at 30 schools reaching 6 278 learners. This is double what was projected as a realistic target in terms of numbers of learners reached and 12 more sessions than was anticipated.

However, during the period under review only eight sessions/workshops for adults were held at five venues, reaching an estimated 325 people – well below the target. To ensure more adult interface, more appointments were undertaken at Allpay paypoints, and there was participation in an unexpected exhibition opportunity that afforded direct access to key groups of people this programme seeks to involve and communicate with.

Community Adult Roll-Out

A new scenario - *House of Cards* - was rehearsed with adults in mind: the husband ends up using money from the household budget to gamble. In removing brick for brick from the 'prop house' to fund his gambling habit, the 'house' finally collapses when the final brick is taken out.

The proposed roll-out for adults has proven to be unrealistic and impracticable. It has proved to be very difficult to secure bookings for adult groups. Only seven have been held to date and five during the period under review.

The following were contacted (in some cases, by walking on foot from factory to factory in an industrial area, rather than just relying on telephone, fax and email approaches) and information leaflets were handed out.

- HR managers and shop stewards for workers' unions at local factories in the Epping, Airport Industria, Bellville, Parow, Stellenbosch industrial areas;
- local municipalities;
- government departments;
- libraries;
- trade unions (Numsa, etc).

Some responses elicited a promise to at least forward the details contained in information leaflets to all shop stewards, but only one firm booking resulted.

There are various reasons for this poor response:

- employers do not want to allow workers time off to attend workshops or any kind of organised 'social' gathering during working hours;

- even a suggestion that the employer allocates half-an-hour and the workers sacrifice their half-an-hour lunch break did not work;
- some HR managers claim 'their workers don't gamble';
- some HR managers don't think it's 'their job' to teach them about gambling;
- employers agree it's a worthy project, but end up paying lip service only.

Phase 4 Pending

New contacts were made and meetings set up with new role-players to get more adult bookings for Phase 4.

The Department of Social Services and Poverty Alleviation in Bellville is interested in getting the youth of the "Home-based Supervision" programme to attend workshops. The logistics need to be worked out.

Sam Doubell will introduce the group social workers at the conference being held in Caledon in October.

John Davids from UCT and a community worker in Elsie's River will book three workshops during October for their action group.

A presentation to the City of Cape Town on 14 October in Northpine to introduce the project to all the managers holds the prospect of future bookings, although not necessarily this year.

Other Contacts

During the next five months, the intention is to pursue contacts with:

- the Department of Health Promotion for distribution via clinics: already via another route contact has been made with Khayelitsha
- the Unicity's municipal library network (26 urban and 90 peri-urban libraries)
- training 20 counsellors and lay ministers from the Catholic Welfare Bureau on 3 November (This is the result of contact first made nearly three years ago!)
- training workshops: for example vocational guidance/lifeskills orientation teachers/teacher psychologists in the first quarter of 2006
- firm up training workshops for social workers/healthcare workers

	ADULT COMMUNITY GROUPS	SESSIONS	ADULTS
	Second phase		
1	Suncape, Stellenbosch	2	50
2	Bellville South Municipal Library	1	15
2	Sub-totalling	3	65
	Target sessions for quarter/phase	32	1 000
	Surplus (Shortfall)	(29)	(935)
	Third phase		
3	Belhar Library	1	20
4	Swellendam Library	1	15
5	PPC workers, Piketberg	2	100
6	Bonteheuwel Multi-purpose Centre	2	70
7	Northlink College, Belhar	2	120
7	Sub-totalling	8 sessions	325
	Target sessions for Phases 2 and 3	8	500
	Surplus (Shortfall)	0	(175)
	Totalling for year to date	11 sessions	390
	Target adults for Phases 1,2, 3	40 sessions	1 500

	Surplus/(Shortfall)	(29)	(1 110)
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One outcome of some community meetings is that parents have insisted that the group contact local schools about holding sessions there for their children to drive home the message.

Learning & Careers Expo

To ensure a more direct interface with learners and their teachers the NRGP took a stand at the three-day Learning & Careers Expo during the first week of August.

It was a success – our stand was sited next door to the popular nature conservation site – so there was spill-over interest by the high throughput of bystanders there. The venue, the Cape Town International Conference Centre, was packed for all three days and facilitators reported steady interest from all visitors.

SCHOOLS PROJECT

During the period under review 37 sessions have been held at 16 schools, reaching 3 708 learners.

This brings the tally for the year to date to 66 sessions at 30 schools reaching 6 248 learners. This is double what was projected as a realistic target in terms of numbers of learners reached and 12 more sessions than anticipated.

Scheduling of workshops for schools continued as before and similar problems were encountered in communications with schools. These ranged from absent teachers, the admin staff allegedly not passing on the information to the relevant teacher, computers and fax machines out of order or even insufficient paper stocks.

Notices were also posted on the schools network e-mail facility, each school was faxed and numerous follow-up phone calls were made.

The belief that there is greater eagerness in the rural areas to get involved in these kinds of socially relevant issues is unrealistic. Teachers have busy schedules and it takes great effort to secure bookings. The level of enthusiasm among staff differs from school to school, so the prospect of a training session being offered that will win them over could pay dividends in future.

The tour was planned to start on the south coast in Plettenberg Bay and working back to Cape Town so actors could be home for the weekends.

- The first week also covered Knysna, Mossel Bay (casino), Riversdale and George.
- Week two took in the Overberg area. Caledon (casino), Bredasdorp, Swellendam, Robertson and Worcester.
- Week three covered the West Coast in Ceres, Atlantis, Malmesbury, Citrusdal and Piketberg. (A casino is located in Langebaan.)
- Week four included workshops in the Cape Peninsula (centred around the GrandWest Casino in Goodwood).

There were some unforeseen glitches: a transport breakdown in Swellendam on the way to Knysna: Knysna Secondary's loss was Swellendam Secondary's gain. So the group did two workshops at Swellendam Secondary while the car was being repaired. Meanwhile another car was hired and the tour continued as scheduled. Unfortunately this caused Knysna Secondary to miss out on the programme, but an alternative date is being arranged to compensate.

Rehearsals took place from August 8 to 13, as actress Ester von Waltsleben was getting married during the roll-out, and so Suzanne Keyter stood in for her.

Roll-Out

This is a summary of impressions during the presentations at the various schools:

- at some schools there was more interaction than at others;
- some learners are more acquainted with informal gambling forms, others with more structured gambling activities;
- the bigger the group, the less effective the interaction;

- in one school where violence had been a problem, the interaction served to help diffuse tension between the learners and teachers and build trust among the learners;
- at some schools, the teachers were very much in evidence, at others the group was left to its own devices;
- some teachers wanted the sessions to be presented to other grades as well;
- there were occasional problems maintaining quiet and orderliness with bigger groups;
- there was an occasional cancellation due to unforeseen circumstances on both sides (Citrusdal HS and Knysna Secondary);
- learners expressed occasional interest in becoming telephone counsellors;
- it was very noticeable to the group that the rural and urban audiences picked up on different aspects of the presentation during the feedback sessions;
- of the four sketches chosen, *'Bling Bling'* seems to be a favourite with learners and *'House of Cards'* with adults.

An interesting outcome of the schools contact work in the rural areas was that a problem gambling prevalence among teachers was identified, especially where the local casino is the only source of recreation nearby.

NO	SCHOOL	SESSIONS	LEARNERS
1	Headstart College (video presentation only)	1	150
2	Rhodes HS	1	200
3	Ikamvelethu Finishing School	1	70
	Rhodes HS	1	300
4	Rondebosch Boys HS	1	40
5	Sea Point HS	1	100
6	Valhalla SS	3	100
	Rondebosch Boys HS	2	160
7	Langa HS	1	150
	Rondebosch Boys HS	1	40
8	Abbots College, Claremont	1	50
9	Range HS	2	250
10	Marian HS	2	200
	Langa HS	2	120
	Rhodes HS	4	140
11	Queens Park HS	1	150
12	Camps Bay HS	1	250
13	Wynberg Boys HS	2	180
14	International School	1	20
14	Sub-totalling – 14 schools	29	2 570
	Target sessions for the quarter/phase	32	1 750
	Surplus (Shortfall)	(3)	620
	Schedule for Third Term		
	SCHOOL	SESSIONS	LEARNERS
15	Knysna SS	3	150
16	Murray HS	3	300
17	Groot Brakrivier SS	3	300
18	HS Langenhoven	2	100
19	Parkdene HS	3	300
20	Swartberg SS	2	200
21	Albert Myburg SS	2	200
22	Swellendam SS	2	200
23	Robertson HS	2	175
24	Drostdy Technical HS	1	172
25	Montana HS	2	191
26	Charlie Hofmeyr	2	160
27	Proteus SS	3	330
28	Naphakade SS	2	180
29	Clanwilliam Secondary	2	300

30	Queens Park	3	450
	Sessions sub-totalling – 16 schools	37	3 708
	Total schools to date	30	
	Target sessions for the quarter/phase	24	1 000
	Surplus (Shortfall) for the quarter/phase	13	2 708

Allpay Schedule for July, August, September 2005

Jul 2005	Area	Venue	Facilitator
1	Lavis Town	Community Hall	Sumaya Felix
4	Nyanga	Zolani Centre	Dideka Ngcelwane
4	Lotus River	Community Hall	Shakira Amos
4	Lavis Town	Community Hall	Alicia Smith
5	Nyanga	Zolani Centre	Dideka Ngcelwane
5	Pacaltsdorp	Community Hall, Mission St	Hajjera de Villiers
6	Plumstead	Dutch Reformed Church	Sumaya Felix
6	Nyanga	Zolani Centre	Dideka Ngcelwane
6	Worcester	NG Kerk Saal	Peter Hartnick
6	Lavis Town	Community Hall	Alicia Smith
8	Belhar	Belhar Civic	Shakira Amos
8	Constantia	Alphen Centre	Dideka Ngcelwane
10	Khayelitsha	Lingeletu Hall, Site B	Nokwanda Mgezana
11	Gugulethu	Ikhwezi, Community Hall	Dideka Ngcelwane
11	Khayelitsha	Lingeletu Hall, Site B	Nokwanda Mgezana
12	Lavender Hill	Coniston Park Recreation Centre	Nomabandla Jokazi
12	Gugulethu	Ikhwezi, Community Hall	Dideka Ngcelwane
12	Delft	Community Hall	Nomabandla Jokazi
13	Lavender Hill	Coniston Park Recreation Centre	Nomabandla Jokazi
13	Hornlee	Community Hall, Sunridge Street	Alicia Smith
13	Gugulethu	Ikhwezi, Community Hall	Dideka Ngcelwane
14	Jamestown	Community Hall	Tasneem Felix
14	Khayelitsha	Lingeletu Hall, Site B	Nokwanda Mgezana
14	Harare	Masibambane Hall	Nomabandla Jokazi
14	Manenberg	Shawco Hall	Thembeke Hanise
15	Jamestown	Community Hall	Tasneem Felix
15	Harare	Masibambane Hall	Nomabandla Jokazi
15	Paardeneiland	Martin Adams Hall, Ysterplaat	Nontembiso Mevana
15	Eppindust,	Zerilda Steyn Hall	Shakira Amos
18	Kwanakatula	Community Hall	Yusuf Felix
19	Knysna	Town Hall	Yusuf Felix
19	Kraaifontein	Dutch Reformed Church	Sumaya Felix
19	Franschhoek	Community Hall	Tasneem Felix
19	Wellington	Town Hall	Peter Hartnick
19	Caledon	Victoria Hall	Beverly Hartnick
19	Woodstock	Woodstock Town Hall	Nontembiso Mevana
20	Athlone	Community Hall	Nontembiso Mevana
20	The Craggs	Community Hall	Yusuf Felix
20	Bridgton	Toekomsrus Community Hall	Beverly Hartnick
21	Parkersdam	Congregational Church Hall	Beverly Hartnick

Aug 2005	Area	Venue	Facilitator
1	Thembaletu	Community Hall, Ngcakani Str	Yusuf Felix
1	Wynberg	Wittebome Civic	Sumaya Felix
1	Gatesville	Community Hall	Shakira Amos
2	Gatesville	Community Hall	Shakira Amos
2	Vredendal	Community Hall	Tasneem Felix
2	Thembaletu	Community Hall, Ngcakani St	Yusuf Felix
2	Wittebome	Wittebome Civic	Hajjera de Villiers
3	Thembaletu	Community Hall, Ngcakani St	Yusuf Felix
3	Gatesville	Community Hall	Shakira Amos
3	Wittebome	Wittebome Civic	Hajjera de Villiers
3	Kalbaskraal	Cobblestone Hall	Peter Hartnick
4	Pacaltsdorp	Community Hall, Mission St	Hajjera de Villiers
4	Parkersdam	Congregational Church Hall	Beverly Hartnick
5	Robertsdam	Gemeenskapsaal	Beverly Hartnick
8	Belhar	Belhar Civic	Nokwanda Mgezana
8	Newlands	Deafsa Newlands Hall	Dideka Ngcelwane
10	Belhar	Belhar Civic	Nokwanda Mgezana
10	Langa	Zolani Centre	Dideka Ngcelwane
10	Lutzville	Community Hall	Tasneem Felix
11	Belhar	Belhar Civic	Nokwanda Mgezana
11	Kasselsvlei	Community Hall	Sumaya Felix
11	Mossel Bay	Town Hall, Marsh Street	Alicia Smith
12	Manenberg	Shawco Hall	Thembeke Hanise
15	Macassar	Community Hall	Dideka Ngcelwane
15	Kasselsvlei	Community Hall	Alicia Smith
15	Maitland	Shawco Hall	Thembeke Hanise
16	Somerset West	Civic Hall	Nomabandla Jokazi
16	Wuppertal	RK Hall	Tasneem Felix
16	Macassar	Community Hall	Dideka Ngcelwane
16	Manenberg	Shawco Hall	Thembeke Hanise
17	Macassar	Community Hall	Nomabandla Jokazi
18	Kranshoek	Community Hall	Peter Hartnick
18	Paardeneiland	Martin Adams Hall, Ysterplaat	Nontembiso Mevana
18	Durbanville	Library Hall	Alicia Smith
19	Westridge	Community Hall	Nontembiso Mevana
19	De Rust	URC Church Hall Blomnek	Beverly Hartnick
19	Rietpoort	VG Kerksaal	Tasneem Felix
19	Strand	Civic Centre	Sumaya Felix

Sept 2005	Area	Venue	Facilitator
01	Simonstown	The Restrooms	Sumaya Felix
01	Nyanga	Zolani Centre	Thembeke Hanise
02	Atlantis	Eendekuil, het Kruis	Beverly Hartnick
02	Lawaaikamp	Community Hall	Yusuf Felix
06	Langa	St Francis Church	Thembeke Hanise
07	Browns Farm	Community Hall Philippi	Browns Farm
08	Browns Farm	Community Hall Philippi	Browns Farm
08	Firgrove	Primary School	Alicia Smith
08	Parow	Civic	Alicia Smith
09	Parow	Civic	Alicia Smith
09	Gugulethu 2	Community Hall	Thembeke Hanise
12	Gugulethu 2	Community Hall	Nomabandla Jokazi
12	Kwanonqwaba	Community Hall, Mayixhala St	Yusuf Felix
12	Delft	Community Hall	Thembeke Hanise
12	Rheenendal	Community Hall, Main Road	Hajiera de Villiers
13	Surwell	Uniting Reformed Church	Sumaya Felix
13	Delft	Community Hall	Hajiera de Villiers
13	Mossel Bay	Town Hall, Marsh Street	Alicia Smith
14	Melkhoutfontein	Community Hall	Yusuf Felix
14	Delft	Community Hall	Hajiera de Villiers
14	Surwell	Uniting Reformed Church	Alicia Smith
15	Bellville	Lodge Hall	Shakiera Amos
16	Plettenberg Bay	Piesang Valley, Community Hall	Shakiera Amos
16	Mowbray	Town Hall	Thembeke Hanise
19	Strand	Strand Civic	Sumaya Felix
19	New Horizons	Community Hall, Geelhout Street	Peter Hartnick
19	Wellington	Town Hall	Beverly Hartnick
19	Retreat	Retreat Civic	Nontembiso Mevana
20	Grassy Park	Grassy Park Civic	Nontembiso Mevana
20	Oudtshoorn	De Jagers Sports Complex	Beverly hartnick
20	George Industrial	Conville Community Hall	Peter Hartnick
20	Vredendal	Community Hall	Tasneem Felix

OCT	DISTRICT	AREA	ALLPAY VENUE	FACILITATOR
3	ATLANTIS	VREDENBURG	LOUVVILLE COMM HALL	PETER HARTNICK
3	ATLANTIS	STOMPNEUSBAAI	METHODIST CHURCH HALL	BEV HARTNICK
3	ATLANTIS	PATERNOSTER	SOLOMON TOLLMAN CENTRE	DESMOND PRINCE
3	ATHLONE	BELTHORN	COMMUNITY HALL	SHAKIRA AMOS
4	BEAUFORT WEST	PRINS ALBERT	SENTRUM /BEJAARDES	JOHAN ARRIES
4	BELLVILLE	BOTHASIG	COMMUNITY HALL	SUMAYA FELIX
4	MITCHELLS PLAIN	LENTEGEUR	STADSAAL	SHAKIRA AMOS
5	BELLVILLE	BONTEHEUWEL	COMMUNITY HALL	HAJIERA DE VILLIERS
5	CAPE TOWN	SEA POINT	COMMUNITY HALL	TASNEEM FELIX
5	ATLANTIS	BLAAUWBERGRAND	LEIBRANDT V NIEKERKSAAL	BEV HARTNICK
5	VREDENDAL	CITRUSDAL	GEMEENSAKAPSAAL	YUSAF FELIX
5	BEAUFORT WEST	MERWEVILLE	VG KERKSAAL	JOHAN ARRIES

6	ATHLONE	HANOVER PARK	COMMUNITY HALL	SUMAYA FELIX
6	VREDENDAL	KLAWER	V.G.KERKSAAL	YUSAF FELIX
11	EERSTE RIVER	WALLACDENE	COMMUNITY HALL	NONTEMBISO MEVANA
11	BELLVILLE	PAROW	PAROW CIVIC	ALICIA SMITH
11	BELLVILLE	RAVENSMEAD	COMMUNITY HALL	DIDEKA NGCELWANE
11	MITCHELLS PLAIN	WESTRIDGE	STADSAAL	NOKWANDA MGEZANA
12	GUGULETHU	GUGULETHU 2	COMMUNITY HALL	NONTEMBISO MEVANA
12	GUGULETHU	GUGULETHU 3	LOYOLA COMM HALL	NOMABANDLA JOKAZI
12	WORCESTER	MONTAGU	GEMEENSKAPSAAL	TASNEEM FELIX
13	MITCHELLS PLAIN	CARAVELLE	STADSAAL	NOKWANDA MGEZANA
13	KHAYELITSHA	MANYANANI	MAKHAZIA HALL	NONTEMBISO MEVANA
13	WORCESTER	ASHTON	BARNARDSAAL	HAJIERA DE VILLIERS
14	CAPE TOWN	MAITLAND	SHAWCO HALL	NOMABANDLA JOKAZI
14	KHAYELITSHA	LINGELETHU	SITE B	DIDEKA NGCELWANE
14	OUDTSHOORN	LADISMITH	TOWN HALL QUEEN ST	DESMOND PRINCE
17	GUGULETHU	CROSSROADS	COMMUNITY HALL	NOMABANDLA JOKAZI
17	CAPE TOWN	MILNERTON	ST OSWALDS CHURCH	NONTEMBISO MEVANA
18	CALEDON	ARNISTON	ASSEMBLY OF GOD HALL	ALICIA SMITH
18	CALEDON	GANSBAAI	N.G.CHURCH HALL	JOHAN ARRIES
18	EERSTE RIVER	LWANDLE	COMMUNITY HALL	DIDEKA NGCELWANE
18	OUDTSHOORN	UNIONDALE	TOWN HALL VOORTREKKE	PETER HARTNICK
18	WYNBERG	MOWBRAY	TOWN HALL	SHAKIRA AMOS
18	WYNBERG	CLAREMONT	CIVIC HALL	HAJIERA DE VILLIERS
19	WYNBERG	HOUT BAY	SPORTS CENTRE	YUSAF FELIX
19	CALEDON	HERMANUS	MOFFAT HALL	JOHAN ARRIES
19	GEORGE	ALBERTINIA	TOWN HALL MAIN ROAD	DESMOND PRINCE
19	PAARL	PNIEL	BANQUET HALL	SUMAYA FELIX
19	PAARL	KLAPMUTS	HOLY TRINITY CHURCH	ALICIA SMITH
19	PAARL	IDAS VALLEY	V.G.CHURCH HALL	PETER HARTNICK
19	PAARL	CLOETESVILLE	EIKE STADSAAL	BEV HARTNICK
19	WYNBERG	BERGVLIET	PROTEA SPORTS CLUB	TASNEEM FELIX

CASINO TRAINING

The NRGP basic course was facilitated with delegates from Goldfields casino in Welkom, Tusk Rio in Klerksdorp, the Garden Route casino in Mossel Bay and Tusk Mmbatho in Mmbatho.

DATE	CASINO	NUMBER OF DELEGATES
12 July 2005	Goldfields Casino	40
15 July 2005	Tusk Rio Casino	22
24-25 July 2005	Garden Route Casino	36
31 August 2005	Goldfields Casino	36
6-7 September 2005	Tusk Mmbatho	67
TOTAL		201

The NRGP train-the-trainer was facilitated with Nomsa Mashele from Emnotweni Casino in Nelspruit.

LPM Training

The NRGP train-the-trainer was conducted with GrandSlots in Cape Town on the 4 August 2005. A total of 46 GrandSlots employees and site operators attended the NRGP basic course on the 22 and 31 of August 2005. Some delegates reported that there have been a few incidences where they have come into contact with possible problem gamblers. In one instance a problem gambler requested to be banned from the venue.

NRGP Problem Gambling and the Workplace Programme

MediaLab is contracted by the NRGP as the service provider of the NRGP problem gambling and the workplace programme. This programme is sponsored by the Gauteng provincial government and the

Gauteng Gambling Board. It takes the form of a multimedia, train the trainer programme for employee assistance practitioners, HR staff, trainers etc. On completion of the programme, the delegates will be competent to train their staff on problem gambling and the workplace and to refer problem gamblers to the NRGP helpline when necessary.

The NRGP training division has worked in partnership with the MediaLab during the last quarter, with the development of a training video and outcomes based facilitator and delegates' manual. The MediaLab facilitators, who will rollout this programme in the workplace, attended an extensive train the trainer workshop on the 26 September 2005. The NRGP will continue to work in partnership with the MediaLab throughout the duration of this project to ensure quality control and uniformity of message.

Loren Jordaan and Hazel Petrig met with Mrs Shabalala from the KwaZulu Natal Gambling Board and Thabo Ngcobo from Ubhaqa in Durban on the 13 September 2005.

Mrs Shabalala has expressed concern over the incidence of gambling problems in the rural areas of Kwa Zulu Natal and the Eastern Cape. She was approached by Thabo Ngcobo from Ubhaqa, (a consultancy dealing with people management solutions) with a proposal to address this issue. Ubhaqa is proposing to run a pilot programme in KZN, where people in rural areas are targeted for problem gambling awareness and prevention programme.

The Ubhaqa proposal makes use of peer educators within the various rural communities. The educational material would be produced in conjunction with the NRGP; however it would be more culturally relevant and would be designed to meet the needs of the target population. The idea is to educate and empower selected community members to become competent peer educators by possibly enrolling these peer educators on the ancillary health care worker learnership, which focuses on preventative health. The NRGP has requested that Ubhaqa put together a detailed proposal outlining logistics and budgetary requirements.

3. RESEARCH

Preparatory work for the 2005 version of the biennial national survey is currently underway. The sample base will consist of 1 000 respondents in Western Cape, Gauteng and KwaZulu-Natal. The fields of inquiry are to be expanded in this version of the survey, to include such matters as superstitious beliefs, self-protection methods and changes in gambling behaviour. Data gathering for this survey will be completed by the end of October, after which it will be analysed for publication of the results at the end of February 2006.

Field work for the study to determine why some develop gambling problems while others do not has been completed and analysed data from the survey will be available by the end of October. The final report is due for publication by the end of February 2006. It is anticipated that these insights will enable the NRGP to develop programmes aimed at assisting regular gamblers in avoiding the development of problem gambling habits.

The study will establish baseline demographic and psychographic data about a panel of gamblers and non-gamblers, including such factors as IQ and EQ, personality, self-esteem, impulsiveness and control, financial management skills and other relevant tests to develop a profile of regular gamblers. The Canadian PG screen and the Gamblers Anonymous screen have been employed in such profile development. A secondary objective of the survey is to determine whether individuals who have been identified as having a gambling problem, do. In fact, have such a problem.

Field work for the study of the linkages, if any, between gambling and poverty has also been completed and will be ready for analysis by the end of October 2004. Publication of a final report is scheduled for the end of the year.

In association with Professor Don Ross, Professor of Philosophy at the University of Alabama, USA, and Professor of Economics at the University of Cape Town, the NRGP is collaborating in a research project into gambling and the brain, an inquiry which will approach problem gambling behaviour from the perspective of cognitive science.

This research is based on analysis of the relationship between economic theory and the theoretical foundations of the cognitive and behavioural sciences, and how this could be applied to the identification of a predisposition to problem gambling behaviour and its treatment. Functional Magnetic Resonance Imaging (fMRI) technology enables researchers to isolate those cerebral regions at which brain processes occur, thus enabling us to observe running brain processes in real time.

If patterns of neural activation that are distinctive to addiction are found, then we should be able to determine whether addiction sculpts particular groups of neurons to track value in pathological ways, or whether addiction is a pathology of the integration of motivational control at a level more global than specific neurons, but less global than the whole ecological setting. Answering these questions will be directly relevant to the design of problem gambling interventions, both environmental and pharmacological.

Professor Ross and his associates are presently compiling a literature survey on this subject, which is due for completion by the end of 2005.

Work has been completed on the preparation of the *Introductory Guide to Problem Gambling*, the purpose of which is to introduce the lay reader to the issues that attach to problem gambling and to provide an international overview of current research into these matters. It is anticipated that this manual will be published during November.

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 & COUNSELLING

The most significant change that we have observed over the past nine months has been a steady increase in the number of problem gamblers referred for treatment. This has increased on average at 15% per quarter and in real terms the helpline is now referring on average 120 problem gamblers per month. In the first quarter of 2005, we referred 90 problem gamblers per month for treatment. One needs to be cautious when interpreting this 15% quarterly increase in the demand for treatment of problem gamblers.

It does not necessarily imply that problem gambling is growing. I believe it suggests that more problem gamblers are seeking help as a result of an awareness about our program. I have always felt that requests for help in the past have always fallen far short of the true prevalence of the problem. We now appear to be reaching our target audience more effectively.

Requests for treatment on our Family Programme have also risen by approximately 20% in this quarter and there remains a small but steady demand for residential inpatient treatment. We have now also contracted with the Ikhwezi Neuro Clinic in East London to admit inpatients when required. As a result there are five clinics who are skilled and experienced enough to deal with more severe cases on a residential basis. In this regard we either fund or subsidise a two week program where the clinical situation demand it. The increased demand for treatment services may have impact on the budget in the next financial year.

The hoax call problem remains an incessant one and our research confirms that it is a ubiquitous problem related to all helpline services. In an attempt to address the problem as we are concerned about the increasing number of genuine calls that are lost as a result of the hoaxes, we have contracted to install a new telephone answering technology system. Our research found that there was no technology currently available that would adequately address our problem but it appears that the software we have selected will certainly make it easier to provide a more professional streamlined service.

Furthermore it may also be that with the passage of time we will need to employ a second counsellor as a Call Screener especially at peak hours. We will watch the hoax call rate closely before making a decision in this regard. It needs to be highlighted that the situation is dire in that in the last quarter only

3.42% of our total calls were related to problem gambling if we include all other calls; enquiries, hoaxes, silent, wrong numbers as well as calls on our answering machine, which were unanswered.

In the third quarter the number of family members seeking help, who describe themselves as a parent of a gambler, more than doubled. While the statistic does not record whether this is a parent of a child or a parent of an adult, it certainly suggests that parents are increasingly concerned about their offspring's gambling behaviour. Two thirds of our Family Program referrals are about counselling for the caller himself while the other third is around planning and intervention with the problem gambler in the family.

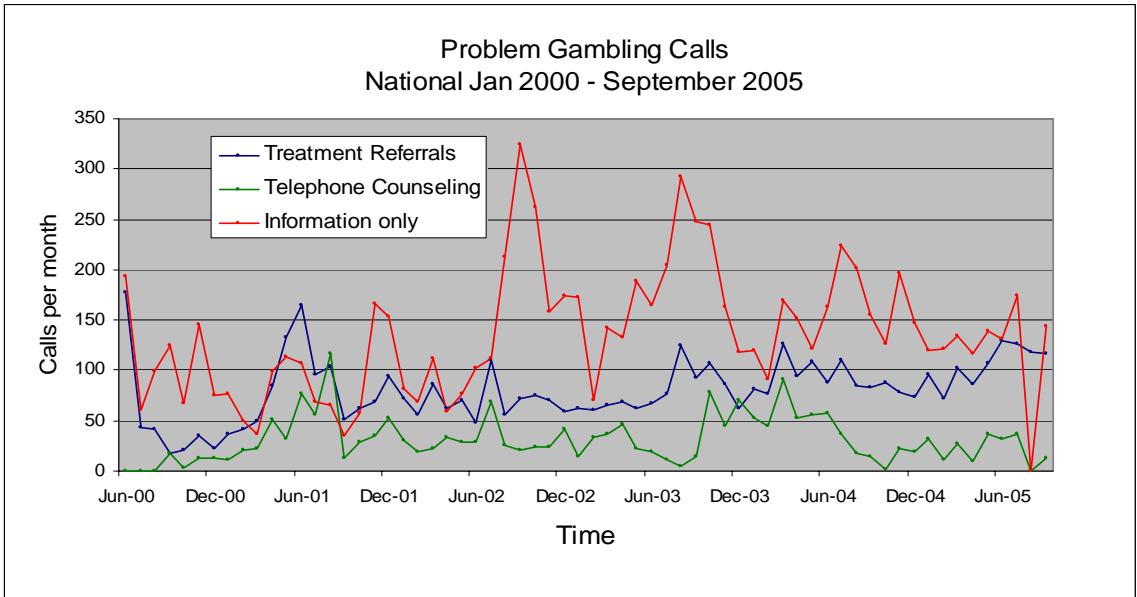
The profile of the location of callers has not changed significantly in the past quarter Gauteng still leads with over 50% of our problem gamblers followed more or less equally by the Western Cape and Kwazulu Natal. This is followed by the Eastern Cape and then an equal distribution between the Free State, Limpopo and Mpumalanga. One needs to note that the introduction of limited payout machines in the Western Cape and Mpumalanga and currently in the Eastern Cape has not significantly altered our problem gambling distribution.

Problem gamblers using our services remains statistically married, male between 20 and 40 years old, english speaking and employed or self employed. Despite the high cost of gambling as a behavioural activity, 10 to 15% of our problem gamblers consistently admit to being unemployed. It may well be that they subconsciously deceive of their gambling behaviour as a form of employment. This is not unusual with problem gamblers. 14% of our callers in the past quarter claimed to have applied for self exclusion from the various authorities dealing with this service. We still feel that this is proportionately low and reflects, in my opinion, an under utilization of our treatment service by self excluders. It is obvious, by definition, that self excluders are in dire need of a treatment program and we would encourage the various authorities to mandate treatment as part of the self exclusion protocol.

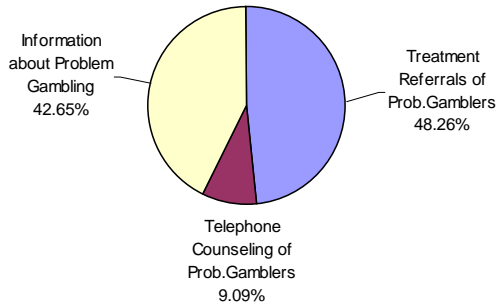
ENDS

SA PROBLEM GAMBLING FOUNDATION - INDUSTRY
BUDGET VS COSTS
FOR THE 7 MONTHS ENDED 2005/09/30

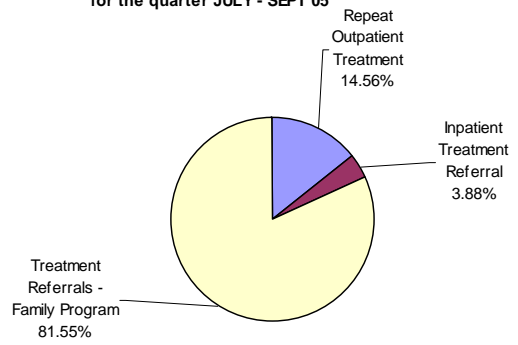
	ORIGINAL BUDGET 2005/6	ACTUAL COSTS MAR - FEB 06	BUDGET BALANCE
RESEARCH			
Fees for National & International Researchers	1,674,780	1,012,625	662,155
Management & Co-Ordination	126,000	80,000	46,000
Conferences, Travel & Subsistence	200,000	175,610	24,390
Admin, Secretarial, Accounting etc	75,600	42,000	33,600
Incidentals	5,000	126	4,874
SUB-TOTAL RESEARCH	2,081,380	1,310,361	771,019
PREVENTION, PUBLIC AWARENESS & PUBLIC EDUCATION			
Public Education:			
Collateral	273,000	11,487	261,513
Public Education Office	150,000	83,507	66,493
Prevention:			
Advertorials etc	1,723,053	593,897	1,129,156
Communications/Advocacy/Public Affairs	321,300	140,000	181,300
Conferences, Travel & Subsistence	157,500	14,126	143,374
Management & Co-Ordination	126,000	70,000	56,000
Admin, Secretarial, Accounting etc	75,600	42,000	33,600
Incidentals	31,500	19,231	12,269
SUBTOTAL PREVENTION, PUBLIC AWARENESS & PUBLIC EDUCATION	2,857,953	974,249	1,883,704
TRAINING			
Basic Training, Advanced & Video Training	380,000	107,196	272,804
Co-Ordination	140,000	56,160	83,840
SUB-TOTAL FOR TRAINING	520,000	163,356	356,644
TREATMENT NETWORK & HELPLINE			
Helpline:			
Helpline Costs	660,000	393,210	266,790
Treatment			
Inpatient	80,000	48,399	31,601
Outpatient	1,200,000	746,917	453,083
Family Programme	110,000	53,530	56,470
Helpline and Treatment			
Management	126,000	70,000	56,000
Treatment Manuals	20,000	-	20,000
Professional Supervision	126,000	70,000	56,000
Conferences, Travel & Subsistence	157,500	19,019	138,481
Admin, Secretarial, Accounting etc	75,600	42,000	33,600
Incidentals	20,000	7,130	12,870
SUB-TOTAL FOR COUNSELING & TREATMENT	2,575,100	1,450,205	1,124,895
	8,034,433	3,898,170	4,136,263
Contingency	616,544	51,058	565,486
TOTAL BUDGET for year based on 0.1% of GGR	8,650,977	3,949,228	4,701,749
BALANCE B/F from prior year Bal	159,407	240,388	(80,982)
Desert Palace shortfall	(38,915)	-	(38,915)
Bookmakers shortfall	(104,916)	-	(104,916)
TOTAL BUDGET REDUCTION	15,576	240,388	(224,812)
TOTAL AVAILABLE FOR EXPENDITURE	8,666,553	4,189,616	4,476,937



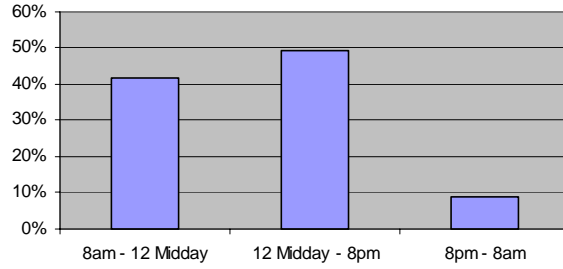
**PROBLEM GAMBLING CALLS
for the quarter JULY - SEPT 05**



**OTHER PROBLEM GAMBLING CALLS
for the quarter JULY - SEPT 05**

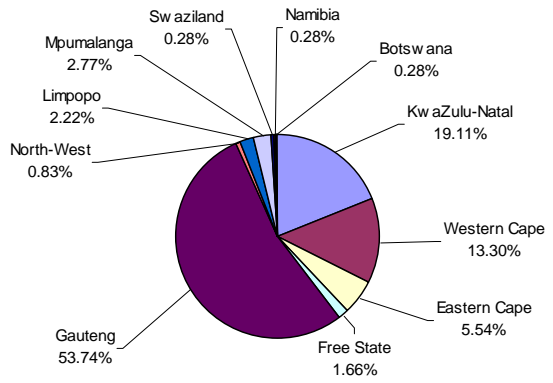
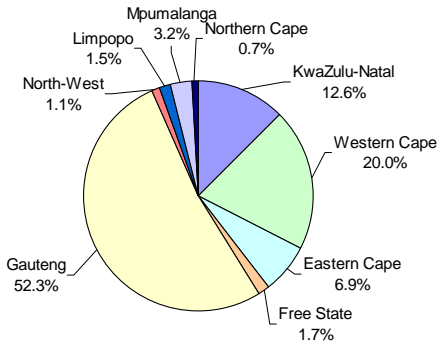


TIME OF CALLS for the quarter JULY - SEPT 05

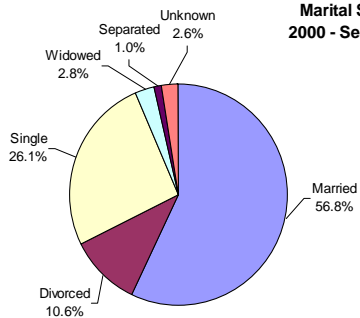


AREAS for the quarter JULY - SEPT 05

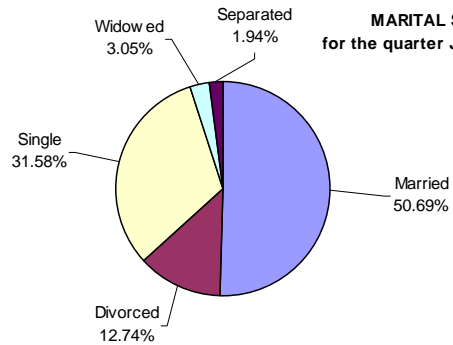
Areas - 2000 - Sept 2004

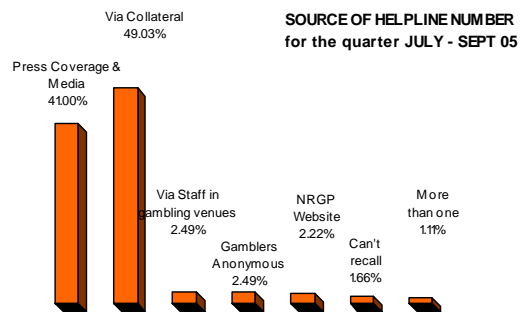
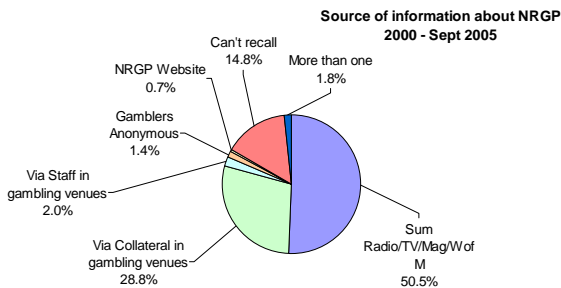
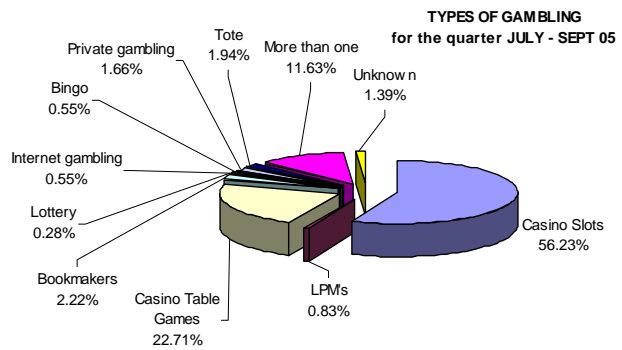
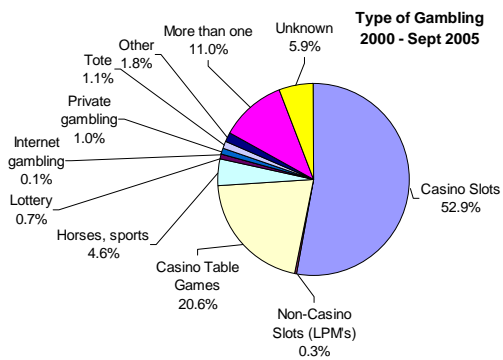
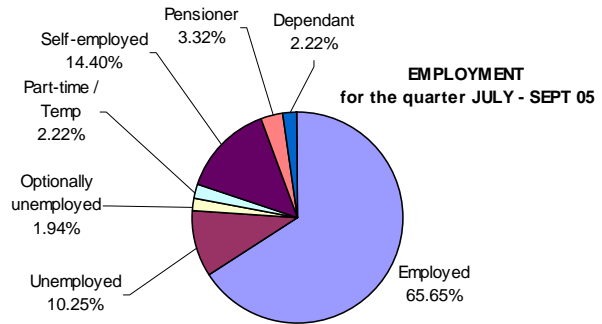
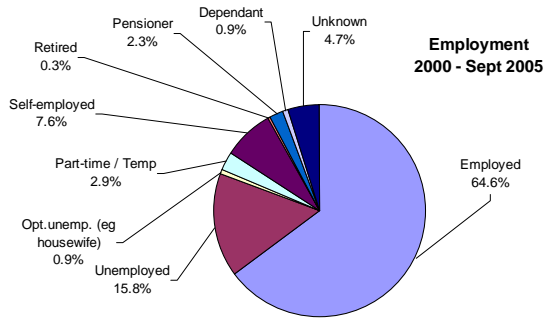


Marital Status 2000 - Sept 2005

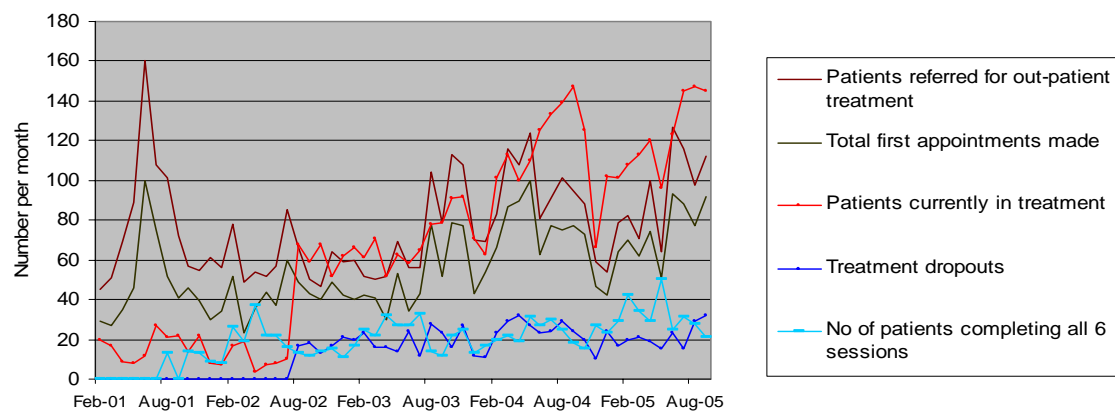


MARITAL STATUS for the quarter JULY - SEPT 05





Outpatient Treatment - National
Feb 2001 - September 2005



NATIONAL RESPONSIBLE GAMBLING HELPLINE STATISTICS

HELPLINE CALLS & REFERRALS:

	FOR THE QUARTER APRIL 2005 - JUNE 2005		FOR THE QUARTER JULY 2005 - SEPT 2005		TOTAL OVER 64 MTH PERIOD	% of PROBLEM GAMBLING CALLS
PROB GAMBLING CALLS:						
Treatment Referrals of Prob.Gamblers	323	40.94%	361	48.26%	5,165	32.69%
Telephone Counseling of Prob.Gamblers	79	10.01%	68	9.09%	2,008	12.71%
Information about Problem Gambling	387	49.05%	319	42.65%	8,627	54.60%
	789	100.00%	748	100.00%	15,800	100.00%
					TOTAL OVER 64 MTH PERIOD	% of OTHER PROBLEM GAMBLING CALLS
OTHER PROB GAMBLING REFERRALS :						
Repeat Outpatient Treatment	15	19.23%	15	14.56%	92	13.94%
Inpatient Treatment Referral	0	0.00%	4	3.88%	38	5.76%
Treatment Referrals - Family Program	63	80.77%	84	81.55%	530	80.30%
	78	100.00%	103	100.00%	660	100.00%
					TOTAL OVER 64 MTH PERIOD	% of TOTAL CALLS
TOTAL NO OF PROB GAMBLING CALLS	867	7.18%	851	3.51%	15,593	10.65%
OTHER CALLS:						
General Enquiries	3348	27.74%	3677	15.16%	27,598	18.86%
Hoaxes	2492	20.65%	5923	24.43%	39,291	26.84%
Silent	2157	17.87%	4669	19.26%	32,062	21.91%
Wrong No's	1813	15.02%	2983	12.30%	21,320	14.57%
	9,810	81.28%	17252	71.15%	120,271	82.17%
ANSWERING MACHINE STATS						
General Enquiries	39	0.32%	68	0.28%	143	0.10%
Hoaxes	734	6.08%	4882	20.13%	7,183	4.91%
Silent	604	5.00%	1183	4.88%	3,133	2.14%
Wrong No's	0	0.00%	0	0.00%	0	0.00%
Problem Gambler info	15	0.12%	11	0.05%	43	0.03%
	1,392	11.53%	6,144	25.34%	10,502	7.18%
TOTAL NO OF CALLS TO HELPLINE	12,069		24,247		146,366	

OTHER DATA

TIME OF CALL(PROBLEM GAMBLER):

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

	FOR THE QUARTER APRIL 2005 - JUNE 2005		FOR THE QUARTER JULY 2005 - SEPT 2005		TOTAL OVER 64 MTH PERIOD	% of PROBLEM GAMBLING CALLS
8am - 12 Midday	138	42.72%	151	41.83%	1,197	23.18%
12 Midday - 8pm	154	47.68%	178	49.31%	1,617	31.31%
8pm - 8am	32	9.91%	32	8.86%	375	7.26%

FAMILY PROGRAMME REFERRALS - RELATIONSHIP TO THE GAMBLER

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

	FOR THE QUARTER APRIL 2005 - JUNE 2005		FOR THE QUARTER JULY 2005 - SEPT 2005		TOTAL OVER 64 MTH PERIOD	% of PROBLEM GAMBLING CALLS
Spouse/Partner	43	68.25%	53	63.10%	306	70.83%
Parent	5	7.94%	20	23.81%	46	10.65%
Child	11	17.46%	1	1.19%	48	11.11%
Sibling	1	1.59%	7	8.33%	21	4.86%
Other eg friend, casino staff etc	3	4.76%	3	3.57%	11	2.55%
TOTAL	63	100.00%	84	100.00%	432	100.00%

FAMILY PROGRAMME REFERRALS - COUNSELING PROGRAMME

Counseling
Intervention Planning

	FOR THE QUARTER APRIL 2005 - JUNE 2005		FOR THE QUARTER JULY 2005 - SEPT 2005		TOTAL OVER 64 MTH PERIOD	% of PROBLEM GAMBLING CALLS
Counseling	44	69.84%	52	61.90%	290	67.13%
Intervention Planning	19	30.16%	32	38.10%	142	32.87%
TOTAL	63	100.00%	84	100.00%	432	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 2005 - JUNE 2005		FOR THE QUARTER JULY 2005 - SEPT 2005		TOTAL OVER 64 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
KwaZulu-Natal	53	16.41%	69	19.11%	620	12.00%
Western Cape	51	15.79%	48	13.30%	984	19.05%
Eastern Cape	17	5.26%	20	5.54%	338	6.54%
Free State	11	3.41%	6	1.66%	179	3.47%
Gauteng	165	51.08%	194	53.74%	2,488	48.17%
North-West	5	1.55%	3	0.83%	54	1.05%
Limpopo	1	0.31%	8	2.22%	74	1.43%
Mpumalanga	16	4.95%	10	2.77%	159	3.08%
Northern Cape	4	1.24%	0	0.00%	35	0.68%
Lesotho	0	0.00%	0	0.00%	3	0.06%
Swaziland	0	0.00%	1	0.28%	1	0.02%
Namibia	0	0.00%	1	0.28%	2	0.04%
Botswana	0	0.00%	1	0.28%	2	0.04%
Other	0	0.00%	0	0.00%	115	2.23%
Unknown	0	0.00%	0	0.00%	111	2.15%
TOTAL	323	100.00%	361	100.00%	5165	100.00%

	FOR THE QUARTER APRIL 2005 - JUNE 2005		FOR THE QUARTER JULY 2005 - SEPT 2005		TOTAL OVER 64 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
MARITAL STATUS:						
Married	177	54.80%	183	50.69%	2,935	56.82%
Divorced	35	10.84%	46	12.74%	550	10.65%
Single	93	28.79%	114	31.58%	1,348	26.10%
Widowed	14	4.33%	11	3.05%	145	2.81%
Separated	4	1.24%	7	1.94%	53	1.03%
Unknown	0	0.00%	0	0.00%	134	2.59%
	323	100.00%	361	100.00%	5165	100.00%
SEX:						
Male	185	57.28%	204	56.51%	3,005	58.18%
Female	138	42.72%	153	42.38%	2,086	40.39%
Unknown	0	0.00%	4	1.11%	74	1.43%
	323	100.00%	361	100.00%	5165	100.00%
AGE:						
20	95	29.41%	2	0.55%	200	3.87%
20 - 40	116	35.91%	197	54.57%	2,357	45.63%
40+	111	34.37%	155	42.94%	1,759	34.06%
Unknown	1	0.31%	7	1.94%	849	16.44%
	323	100.00%	361	100.00%	5165	100.00%
LANGUAGE PREFERENCE:						
English	288	89.16%	267	73.96%	3,807	73.71%
Afrikaans	24	7.43%	41	11.36%	691	13.38%
Vernacular	11	3.41%	53	14.68%	509	9.85%
Unknown	0	0.00%	0	0.00%	158	3.06%
	323	100.00%	361	100.00%	5165	100.00%
EMPLOYMENT:						
Employed	198	61.30%	237	65.65%	3,338	64.63%
Unemployed	46	14.24%	37	10.25%	816	15.80%
Optionally unemployed (eg housewife)	5	1.55%	7	1.94%	49	0.95%
Part-time / Temp	17	5.26%	8	2.22%	150	2.90%
Self-employed	46	14.24%	52	14.40%	392	7.59%
Retired	1	0.31%	0	0.00%	15	0.29%
Pensioner	7	2.17%	12	3.32%	118	2.28%
Dependant	3	0.93%	8	2.22%	44	0.85%
Unknown	0	0.00%	0	0.00%	243	4.70%
	323	100.00%	361	100.00%	5165	100.00%
RELATED PROBLEMS:						
Previous Gambling Treatment	13	4.02%	27	7.48%	405	7.84%
Alcohol / Drug Problem	23	7.12%	59	16.34%	296	5.73%
Other Psychiatric Problems	37	11.46%	82	22.71%	513	9.93%
Suicidal Ideation	45	13.93%	115	31.86%	457	8.85%
Gamblers Anon Attendance	16	4.95%	29	8.03%	119	2.30%
Casino Exclusions	35	10.84%	52	14.40%	87	1.68%
Criminality	23	7.12%	60	16.62%	438	8.48%

	FOR THE QUARTER APRIL 2005 - JUNE 2005		FOR THE QUARTER JULY 2005 - SEPT 2005		TOTAL OVER 64 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
TYPE OF GAMBLING:						
Casino Slots	205	63.47%	203	56.23%	2,730	52.86%
Non-Casino Slots (LPM's)	3	0.93%	3	0.83%	15	0.29%
Casino Table Games	70	21.67%	82	22.71%	1,065	20.62%
Bookmakers (Horses, sports etc)	1	0.31%	8	2.22%	235	4.55%
Lottery	2	0.62%	1	0.28%	37	0.72%
Scratch cards	0	0.00%	0	0.00%	1	0.02%
Internet gambling	1	0.31%	2	0.55%	6	0.12%
Bingo	0	0.00%	2	0.55%	2	0.04%
Private gambling	1	0.31%	6	1.66%	54	1.05%
Tote	6	1.86%	7	1.94%	58	1.12%
Other	1	0.31%	0	0.00%	91	1.76%
More than one	33	10.22%	42	11.63%	569	11.02%
Unknown	0	0.00%	5	1.39%	302	5.85%
	323	100.00%	361	100.00%	5165	100.00%
SOURCE OF HELPLINE NO						
Press Coverage & Media	109	33.75%	148	41.00%	2,305	44.63%
Via Collateral	188	58.20%	177	49.03%	1,834	35.51%
Via Staff in gambling venues	4	1.24%	9	2.49%	106	2.05%
Gamblers Anonymous	12	3.72%	9	2.49%	97	1.88%
NRGP Website	4	1.24%	8	2.22%	47	0.91%
Gambling Board	2	0.62%	0	0.00%	2	0.04%
Can't recall	2	0.62%	6	1.66%	686	13.28%
More than one	2	0.62%	4	1.11%	88	1.70%
	323	100.00%	361	100.00%	5165	100.00%

NATIONAL OUTPATIENT TREATMENT STATISTICS

	FOR THE QUARTER APRIL 2005 - JUNE 2005		FOR THE QUARTER JULY 2005 - SEPT 2005		TOTAL OVER 64 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS	
No of spouses currently in treatment	17		33		33		From Sept 03
REFERRAL DATA:							
Patients referred for out-patient treatment	291		326		4,578		
Total first appointments made	218	74.91%	257		3,263	71.28%	% OF PATIENTS DIRECTED FOR TREATMENT
Total first appointments met ie patient actually arrived	184	84.40%	216	84.05%	2,706	82.93%	% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
TREATMENT DATA:							
Patients currently in treatment	123		145		145		
Treatment dropouts	57	30.98%	76	35.19%	784	28.97%	% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
No of patients completing all 6 sessions	87	47.28%	95	43.98%	1,328	49.08%	% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
No of patients arriving for follow-up session (the 7th)	49	56.32%	67	70.53%	833	62.73%	% PATIENTS WHO COMPLETED THE PROGRAMME & ARRIVED FOR THE 7TH FOLLOW UP SESSION 3 MTHS AFTER COMPLETING TREATMENT