

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
October – December 2003*

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

The past quarter has been characterised by heightened public awareness of issues relating to problem gambling, due in no small measure to widespread publicity surrounding the progress of the National Gambling Bill through parliament.

The NRGP, as a result, has itself enjoyed a higher profile, primarily through the increased demand for media interviews and presentations to a growing list of parties who believe themselves to be interested in, and affected by, problem and compulsive gambling.

Additionally, the final quarter of 2003 saw the NRGP launch its 2003 TV campaign with the award-winning 'Dominoes' advertisement, and R1.5-million was spent on this campaign. This sum is part of a R4-million, one-off special contribution from the casino sector specifically to facilitate public service advertisements on television. The balance of R2.5-million will be spent in the first half of 2004.

Widely covered in the last three months has also been the results of the 2002/3 research study into gambling behaviour and incidence of problem gambling. The findings of this research project, the largest of its type ever undertaken in South Africa, were included in the SARGT/NRGP submission to the parliamentary Portfolio Committee on Trade and Industry. In summary, the principal findings were that there has been a small growth in problem gambling from 3.8% to 4.6% of those with access to commercial gambling. This is still within the international norms which estimate that between 4% and 6% of those who gamble regularly, also gamble excessively.

2. PREVENTION

With public awareness of gambling issues raised as a result of publicity surrounding the draft National Gambling Bill hearings in September, the NRGP experienced a busy final quarter to the year. In particular, requests for information, presentations, and press calls were significantly up in the comparable period in 2002.

High profile presentations and speeches, all of which received wide coverage in the media, included those given by executive director, Professor Peter Collins, and medical director, Dr Rodger Meyer, at the Casinos.World Africa 2003 Conference in Johannesburg in November, as well as Professor Collins's speech at the annual function of the Press Club in December. In total, there were 18 presentations in the quarter under review.

Requests from the press primarily surrounded the subject of the National Gambling Bill, and NRGP spokespersons undertook 28 electronic and newspaper interviews in the quarter.

There has been increased international interest in the programme, especially from Britain, which is embarking on a new legislative framework for its gambling industry. The NRGP has received visits from three different groups from the UK, and in addition, has assisted GamCare in London with the preparation of industry protocols relating to problem gambling.

Other prominent visitors have included local regulators and, for example, provincial minister Joyce Witbooi, who spent the morning at the Helpline and Treatment headquarters. The minister subsequently issued a press release which commented favorably on the programme.

With the Eastern Cape, KZN and the Western Cape shortly to introduce LPM gambling, the NRGP has been working with that industry to produce customised responsible gambling collateral for LPM sites, including stickers for slot machines, posters and brochures and stands.

The NRGP's public advocacy in the past three months was continued in the form of paid editorials and advertisements. Pleasingly, the NRGP's television advertisement was a finalist in the Vuka Awards and in the Stone Awards received best art direction and Silver in its category.

The pilot schools programme continues to exceed its targets, and in the year to date, 8 873 students in 221 sessions at 24 schools participated in the NRGP's interactive work sessions. The seniors programme saw some 600 people in nine seniors clubs visited.

The videos funded by the Department of Social Services for use in the schools and seniors programmes, as well as at pension payout points and other public facilities, were completed. A more generic training product on video is in progress, as is a corporate video product for general use by the NRGP and SARGT.

Very welcome news is that the Gauteng Gambling Board has approved funding to extend the successful initiative into that province, and this will commence in the first quarter of 2004.

149 people from industry received training in the past three months.

PROBLEM GAMBLING AWARENESS AND EDUCATION PROGRAMME FOR SCHOOLS, SENIOR CITIZENS AND COMMUNITY GROUPS

Schools' Programme

Visits have been made to 24 schools for the year to date, bringing the tally to 221 sessions reaching 8 873 learners - well over the target range of 3 500 learners for the year. At most schools the Grade 10 and higher learners were addressed; occasionally even Grades 8 and 9.

Senior citizens

Talks were held at nine clubs reaching about 600 people.

Community groups - including churches and women's clubs:

Talks were held at nine community groups and church groups, reaching about 345 people.

Students

Presentations were held at three venues - bringing the total tally for the year to 940 students.

MTN Sciencentre - SET Week Expo:

A team of facilitators participated in the MTN Sciencentre science and technology week held during May where learners and their teachers were bussed in to the venue.

The possibility of a permanent exhibit here is also being explored as a huge number of schoolchildren visit this venue in organised groups. This would serve to establish public awareness of the Department's commitment to and association with these initiatives - as well as consolidate any prior communications with this target audience.

Oudtshoorn International Youth Festival and Careers Expo:

Two facilitators attended the Youth Festival held at the Southgate College in Oudtshoorn from July 3 to 12 - as a means of promoting contact with key youth and adult audiences in the entire Southern Cape/Karoo country areas.

More than 30 people - many of them teachers or principals from schools in other provinces and even primary schools who were most intrigued about the potential of the programme for a primary school audience - signed the visitors' book at the stand - and/or expressed some interest in an appointment.

Awareness campaign:

The awareness campaign is now scheduled for February/March 2004, to coincide with the roll-out of the Limited Payout machines to the various venues. This also gets over the competition for publicity space and airtime over the commercialised Christmas shopping season - and coincides with the return to school in 2004.

The contact work still goes ahead as scheduled to enlist the co-operation of the print and electronic media for publicity purposes - and outlets such as libraries, medical waiting rooms, health clinics, college campuses, Allpay pension payout points, etc for dissemination of information leaflets and for the display of posters.

Allpay payout points:

We have been successful in enlisting the co-operation of Allpay for our facilitators to disseminate the responsible gambling message and leaflets at their 300 paypoints spread over 14 district office areas, each with anything from 5 to 58 paypoints at multipurpose centres, community halls, etc - on any of the 13 to 15 days in the month when the payouts are made. Potentially some 400 000 beneficiaries can be reached - the exact breakdown of pensioners/senior citizens versus other beneficiaries of grants is being ascertained. The logistics of this outreach programme are being arranged.

This will keep our teams of facilitators nicely employed for the coming year - and help us to reach the lower end of the market that receives pensions and social grants - with the NRGF message, collateral items, posters and obtain leads for community clubs and groups that we can still go and deliver talks to.

Advertising:

A series of advertisements intended for the print media is being prepared. The main message is to dispel the common myths relating to gambling during the awareness campaign.

Collateral:

The bookmark in three languages - as well as a practical holder - has been finalised. This is intended for distribution during the awareness campaign. A poster based on the advertisement series is also being prepared for display at the venues mentioned above.

Videos:

The filming of the videos for senior citizens and teens took place during September, the voice-over and post-production editing is being finalised during November. It will be used in the schools and community campaigns during 2004.

Media publicity:

NRGF training manager Loren Jordaan and Willem Steenkamp, one of the presenters for the seniors, participated in radio interviews on CCFM community radio station for three successive morning programmes during the quarter.

List of 24 schools visited during 2003:

- * Hillcrest HS, Mossel Bay
- * Calitzdorp HS
- * Zola HS, Kuils River
- * Sinethemba HS, Khayelitsha
- * Rhodes HS, Mowbray
- * Aloe Secondary, Mitchell's Plain

- * Bridgton Secondary, Oudtshoorn
- * Uniondale HS
- * Tulbagh HS
- * Achievers Tutorial College
- * Hexvallei Secondary
- * Hexvallei HS
- * Paarl HMS
- * International School
- * Hout Bay High
- * Excelsior SS
- * Rustenburg GHS
- * Muizenberg HS
- * Reddam House
- * Murraysburg HS
- * Bastiaanse HS, Beaufort-Wes
- * Bredasdorp HS
- * HS Sentraal, Beaufort-Wes
- * St Josephs College

Interest expressed in appointments for 2004:

Parkdene SS, George
 Uxolo HS
 Olyfkrans Kollege, Swellendam
 Thandokulu HS, Cape Town
 Bernadino Heights, Kraaifontein
 Manenberg HS

Nine seniors' clubs or old age homes visited during the quarter:

- * St Patricks Rondebosch
- * Protea Dienssentrum, Langebaan
- * Sonskyn Aksie, George
- * Ruyterwacht Dienssentrum
- * Huis Edwin Theron, Albertinia
- * Red Cross Seniors Club
- * Parow Seniorsklub: Hernus Kriel Behuising
- * Vygieshof, Calitzdorp
- * Huis Malan Jacobs, Laingsburg

List of three women's groups visited:

- * Jong Dames Dinamiek: Wellington
- * Jong Dames Dinamiek: Durbanville
- * Vroue Landbouvereniging (VLV)

List of nine community and church groups visited:

- * Rotary Oostenberg
- * Rotary Wynberg
- * Rotary Roggebaai
- * Employment assistance programme representatives
- * NGK Tafelbaai
- * Rotary George
- * Rotary Knysna
- * NGK Kuilsrivier
- * NGK Stellenberg

Appointments scheduled for 2004:

Bergsig Durbanville (two church groups - 150 members)

List of three student groups visited to date this year:

- * UCT Students in Statistical Sciences (about 40, including lecturers)
- * Cape College at Pinelands (400 plus)
- * Cape College at Thornton (500 plus)

Exhibition venues:

- * MTN Sciencentre, Canal Walk
- * Youth Festival, Oudtshoorn

Allpay payout points in the following areas:

District - Number Of Paypoints:

Athlone - 14
Atlantis - 34
Beaufort West - 12
Bellville - 14
Cape Town - 9
Eerste River - 13
George - 49
Khayelitsha - 5
Mitchell's Plain - 7
Oudtshoorn - 19
Paarl - 17
Vredendal - 21
Worcester - 58
Wynberg - 22

Casino Training

Date	Casino	Number of delegates
8 October 2003	Suncoast Casino	25 (Primary coarse)
9 October 2003	Suncoast Casino	20 (Primary coarse)
5 November 2003	Gold Circle (Kenilworth)	15 (Primary coarse)
14 November 2003	Emtotweni Casino	11 (Primary coarse)
15 November 2003	Emtotweni Casino	16 (Advanced course)
19 November 2003	Suncoast Casino	27 (Primary coarse)
20 November 2003	Suncoast Casino	35 (Primary coarse)

3 RESEARCH

In the past quarter the second major research report undertaken by the NRGP has been finalised. After analysing the responses of 5 800 adult South Africans with easy access to commercial gambling (a population of approximately 12-million) we were able to compare results for 2003 with those we reported on in 2001. Our principal finding was that there has been a small growth in problem gambling from 3.8% to 4.6% of those with access to commercial gambling.

This is still within the international norms which estimate that between 4% and 6% of those who gamble regularly, also gamble excessively. One encouraging factor is that there was no growth in the number of problem gamblers who regularly engage in betting and casino gambling.

In order to refine our understanding of the profile and psychology on different types of problem gambler, we have begun a project to interview purchasers of different kinds of gambling products namely: lottery tickets, bets with bookmakers and casino games. This project will be continued in 2004 and contain both quantitative and qualitative components.

We have also undertaken, and will shortly be publishing, the results of a survey of policies adopted by jurisdictions throughout the world to address the problems of youth gambling. And in particular, how regulations should ensure that minors who visit casinos are not thereby put at risk.

Finally, we have been contributing extensively from our research and from other sources of information to the UK government and industry who are currently in the process of trying to develop an NRGF for the UK modeled on the South African programme.

4. TREATMENT & COUNSELLING

The total number of legitimate problem gambling related calls on the helpline this quarter was slightly down to just under 1 000. This approximates to 300 per month or ten calls per day. Of these, between two and three per day are referred for treatment to our national treatment network. We have seen a significant increase in the amount of problem gamblers who are satisfied with telephone counselling. While telephone counselling is not our primary service, the increase in calls dealt with in this manner reflects the improved counselling skill of our helpline team. The remainder, who have simply phoned for information about the service, has decreased from 69% - 53% of calls, and may suggest better knowledge in our target markets about the NRGF.

During the quarter under review, requests for repeat outpatient programmes of three or six sessions each were received from treatment professionals for ten patients. Each request for repeat treatment requires a written motivation before authorisation is granted. The NRGF quite readily provides repeat treatment sessions as the initial six session programme is relatively short, and a return to the treatment programme after a relapse should be interpreted positively. Only one patient required inpatient treatment this quarter compared to five in the previous three months. 50 patients were referred to the family programme either for intervention planning or counselling. This was similar to the previous quarter, although we anticipate that demand for this service will grow in the future as families are very often in need of counselling support.

The majority of problem gamblers still call in the afternoon and early evening, and only 10% call between 8pm and 8am. 63% of the problem gamblers emanate from Gauteng. There has been a significant drop in problem gamblers in the Western Cape from 23% – 15%, while problem gamblers from Kwazulu Natal (11.7%) and Mpumalanga (8.2%) have risen. Problem gamblers who use the helpline are still largely married between the ages of 20-40, although the disparity between male and female callers has decreased. Problem gamblers speaking vernacular languages continues to increase from 13% - 16% of all referrals, and this suggests that the NRGF's efforts to target this section of the population are meeting with some success.

We have started recording those problem gamblers who are unemployed by choice, for example, homemakers, to differentiate from those who are unemployed by circumstance. This is an attempt to reduce confusion about these two categories, as the recorded statistics that 14.45% of problem gamblers utilizing the helpline are unemployed appears to be inaccurate. Gambling is an expensive activity usually restricted to those with access to funding, and we therefore have had difficulty in explaining how 14.45% of our referrals in the past quarter claim to be unemployed. Pensioners constituted 1.17% of our problem gamblers and 4.3% were dependent children. The incidence of other psycho-social problems related to problem gambling remained relatively constant. 7% of problem gamblers had strong ideas of suicide, and 12% admitted to criminal behaviour to fund their gambling.

Slot machines remain the main focus of problem gambling behaviour and with the gradual introduction of the LPM industry in South Africa, we have started to distinguish between casino slots and LPMs or non-casino slot machines. Casino table games seems to be the problem for about 17.58% of our problem gamblers while two people in the past quarter were concerned about their lottery purchases. Problem gamblers emanating from the bingo sector are negligible and fewer than 3% of our problem gamblers admit to problems with private non-commercial gambling activity. We have also started to distinguish more carefully between problem gamblers using bookmakers or fixed odds betting on the horses or sports games, and those betting on horse racing via the Tote. One gambler, both in this quarter and the previous quarter, had run into problems with Internet gambling, so this still remains a relatively limited problem in South Africa.

Most callers identified press coverage and the general media as the source of the helpline number (51%). We are pleased to report that a significant number of callers, obtain the helpline number from a gambling venue, either via collateral material (27%) in the gambling venue, or by the staff in the venue (13%). 2% of our callers emanate from Gamblers Anonymous and 2.7% from the NRGF website.

Treatment statistics

Of the 291 patients referred for treatment in the past quarter, 68% confirm a first appointment with the treatment counsellor in their area which implies that 32% change their mind about seeking treatment after agreeing to pursue help via the helpline. Of this 70% only 81% arrive for the first appointment which means that the majority of our referrals eventually present themselves for treatment. Although this figure is acceptable we would obviously like to improve upon it and address the issue both on the helpline side and with the treatment professionals in an attempt to diminish this rate of attrition.

At any one point in time approximately 80 patients countrywide are undergoing treatment. Of this about 20% will drop out prior to completion of the programme which suggests a reasonable treatment retention rate. This is an indication of whether the treatment programme is meeting the needs of the client. In comparison, approximately 10% complete the treatment programme very month which means that more complete than drop out. More than half, i.e. 55% of patients completing the treatment programme return for a seventh follow-up visit three months after completion. This would suggest that this is a minimum that remains in the recovery programme.

ENDS

NATIONAL RESPONSIBLE GAMBLING PROGRAMME

BUDGET MARCH 2003 - FEB 2004

Research and Monitoring:

Surveys, data collection, research & analysis, in nine provinces

Focus group research, in nine provinces

Monitoring national and international best practices:

International researchers

Local research assistance

Management & co-ordination

Conferences, travel and subsistence

Administrative, secretarial, accounting etc

Incidentals

SUB-TOTAL FOR RESEARCH

Prevention, Public Education:

Advertorials etc

Collateral/brochures for public dissemination

Communications/advocacy/public affairs

Conferences, travel and subsistence

Management & co-ordination

Administrative, secretarial, accounting etc

Incidentals

SUB-TOTAL FOR PUBLIC EDUCATION

Training, Counseling and Treatment:

TRAINING:

Basic Training

Advanced Training

Co-Ordination

Supervision and management of all therapy-associated activity

Helpline costs

TREATMENT:

Management

In-Patient

Out-Patient

Spouse Programme

Treatment manual development (including translations) etc

Conferences, travel and subsistence

Administrative, secretarial, accounting etc

Incidentals

SUB-TOTAL FOR TRAINING, COUNSELING & TREATMENT

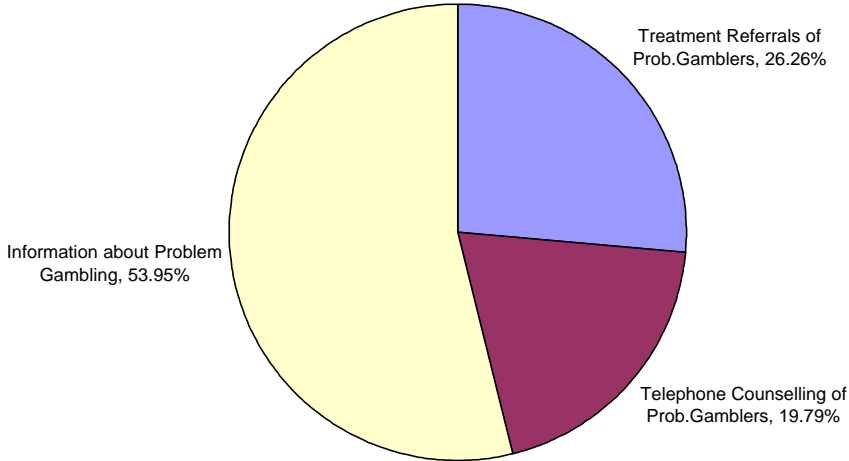
CASINO/RACING/BINGO BUDGET 2003 - 2004 (REVISED 19.12.02)	ACTUAL COSTS Mar 03 - Dec 03	BALANCE BUDGET
900,000	772,360	127,640
130,000	203,000	(73,000)
200,000	159,578	40,422
10,000	7,045	2,955
60,000	55,000	5,000
110,000	150,529	(40,529)
94,000	60,500	33,500
25,000		25,000
1,529,000	1,408,012	120,988

1,450,000	1,022,761	427,239
260,000	186,830	73,170
240,000	220,000	20,000
110,000	105,893	4,107
60,000	55,000	5,000
94,000	65,500	28,500
30,000	28,689	1,311
2,244,000	1,684,672	559,328

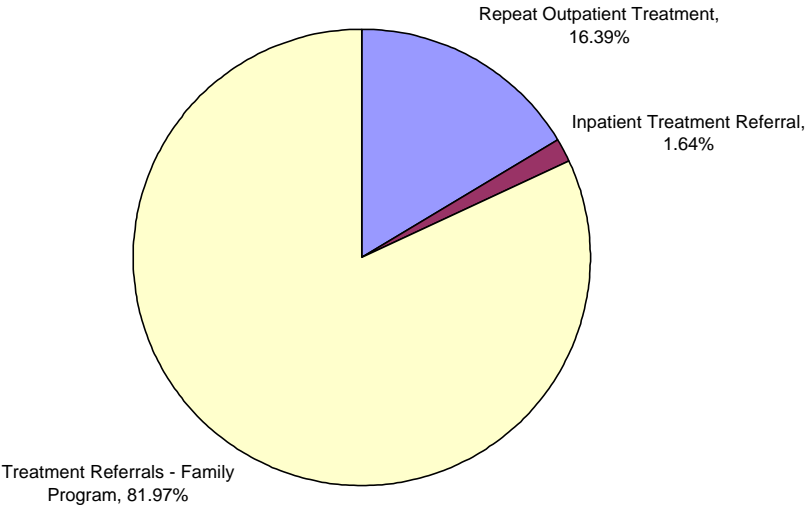
221,167	81,961	139,206
290,000	95,174	194,826
110,000	88,000	22,000
60,000	55,000	5,000
350,000	330,247	19,753
240,000	200,000	40,000
70,000	53,757	16,243
517,245	666,162	-148,917
160,000	14,850	145,150
50,000	18,241	31,759
110,000	116,825	-6,825
94,000	70,500	23,500
25,000	3,380	21,620
2,297,412	1,794,098	503,314

TOTAL	6,070,412	4,886,781	1,183,631
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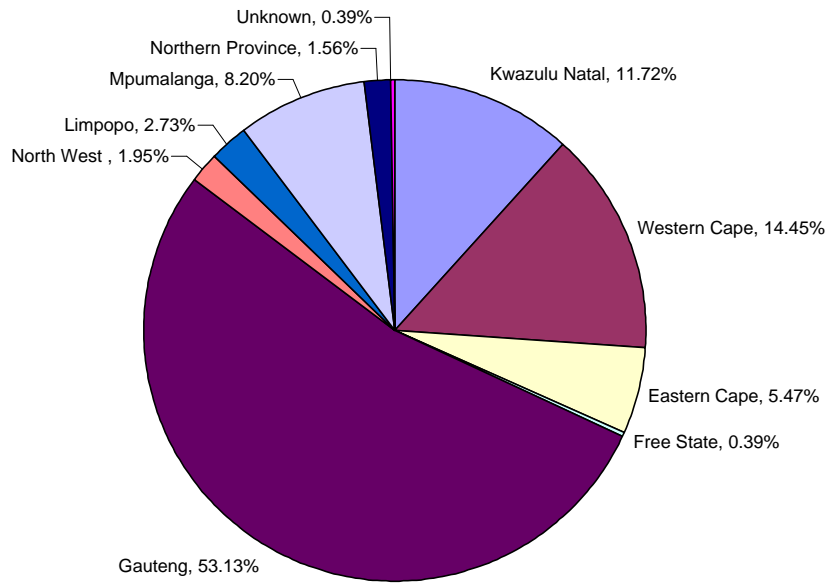
**NATIONAL
PROBLEM GAMBLING CALLS - OCTOBER 2003 to DECEMBER 2003**



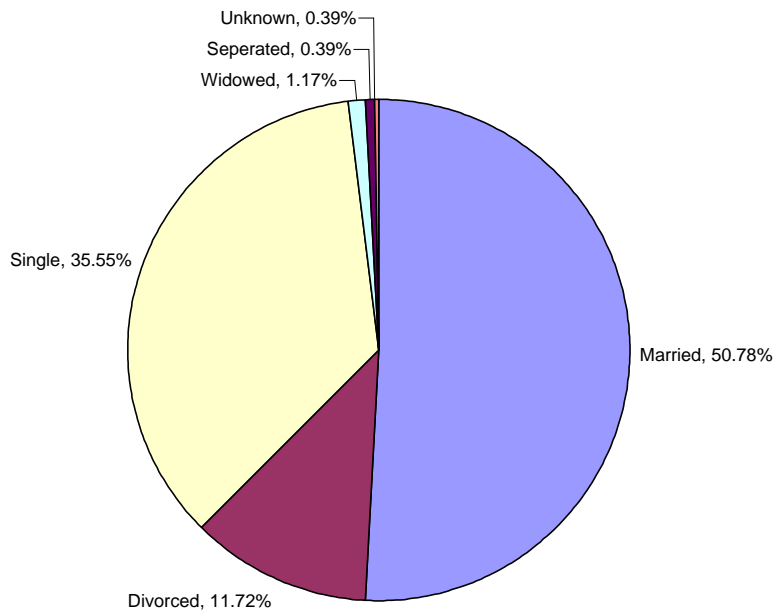
**NATIONAL
OTHER PROBLEM GAMBLING REFERRALS - OCTOBER 2003 to DECEMBER 2003**



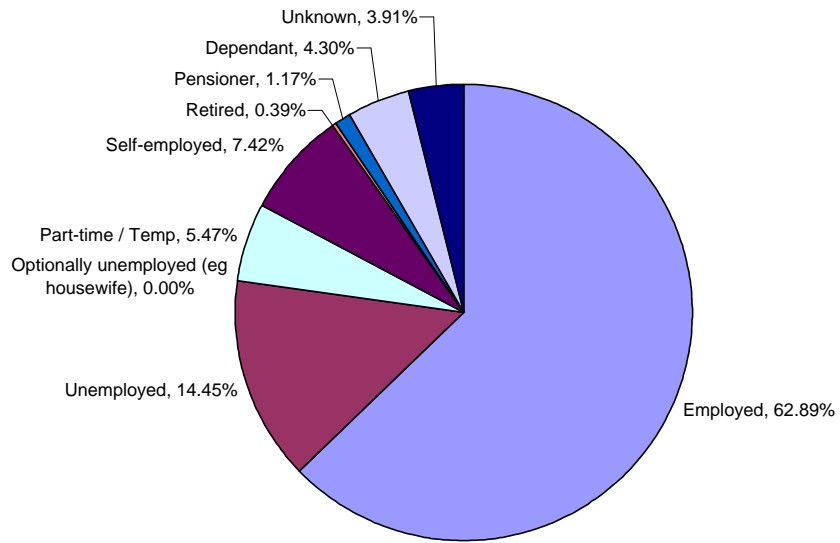
**NATIONAL
AREAS - OCTOBER 2003 to DECEMBER 2003**



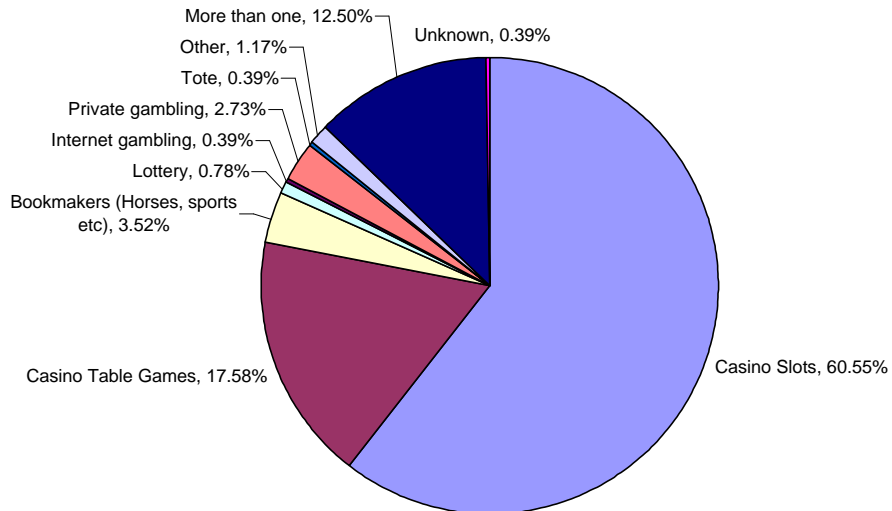
**NATIONAL
MARITAL STATUS - OCTOBER 2003 to DECEMBER 2003**



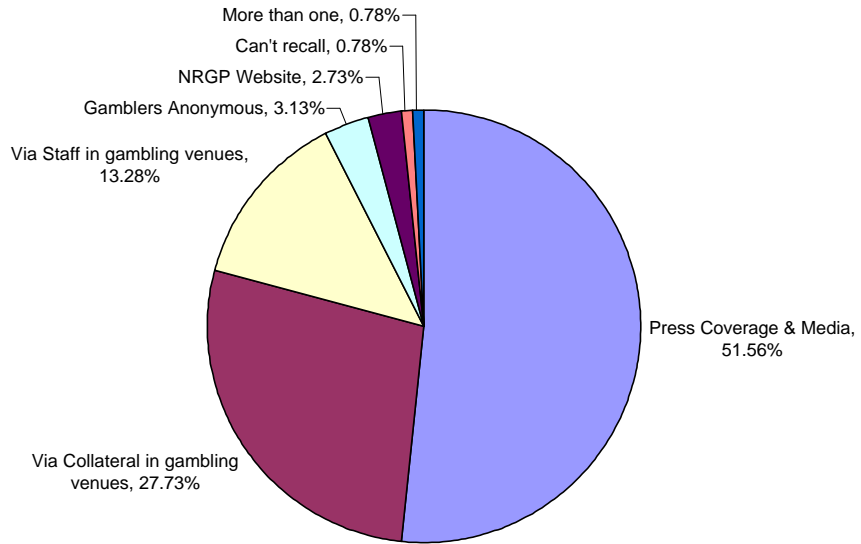
**NATIONAL
EMPLOYMENT - OCTOBER 2003 to DECEMBER 2003**



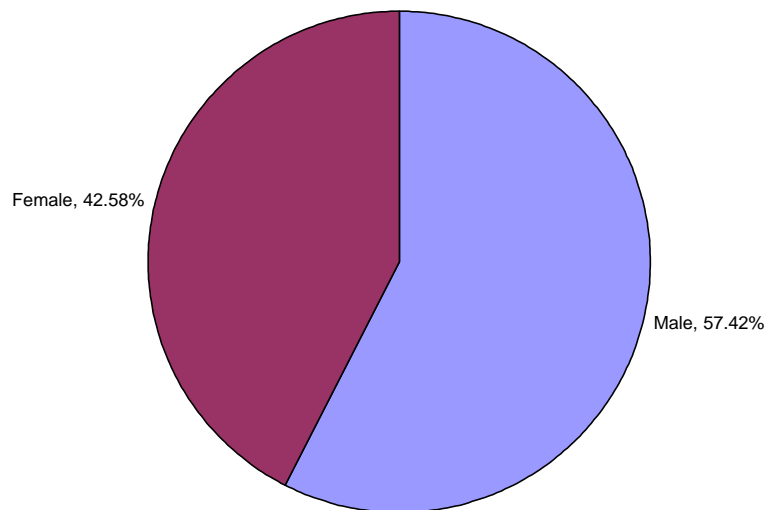
**NATIONAL
TYPES OF GAMBLING - OCTOBER 2003 to DECEMBER 2003**



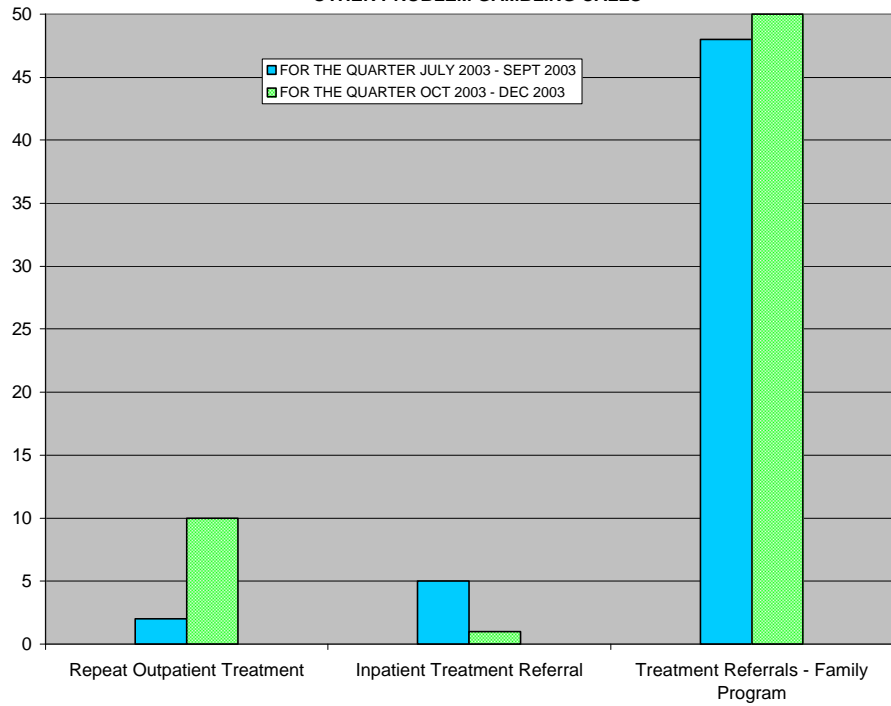
**NATIONAL
WHERE HELPLINE NUMBER WAS OBTAINED
OCTOBER 2003 to DECEMBER 2003**



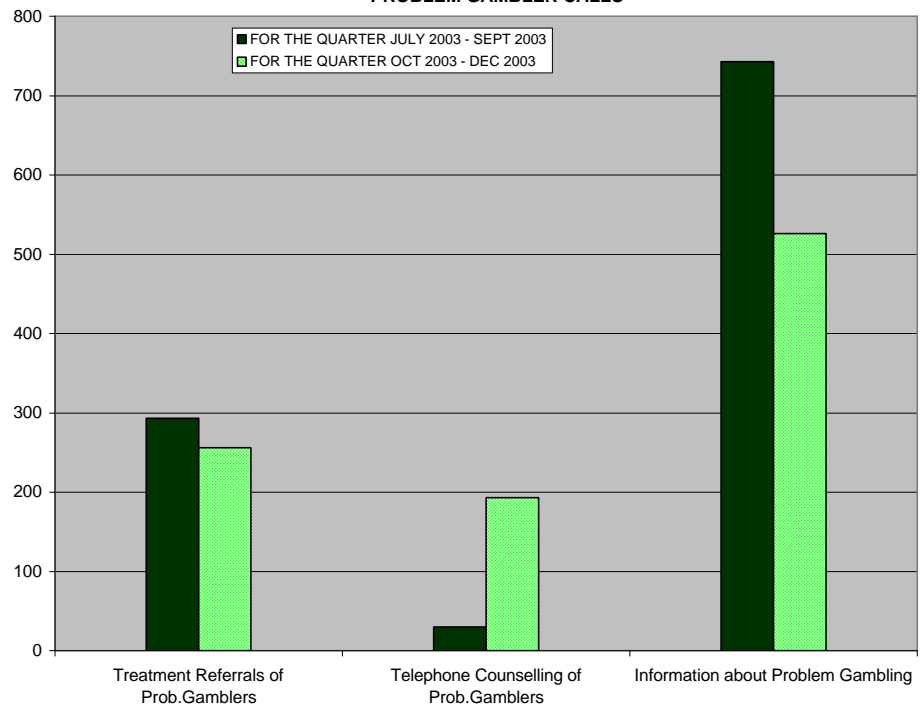
**NATIONAL
GENDER - OCTOBER 2003 to DECEMBER 2003**



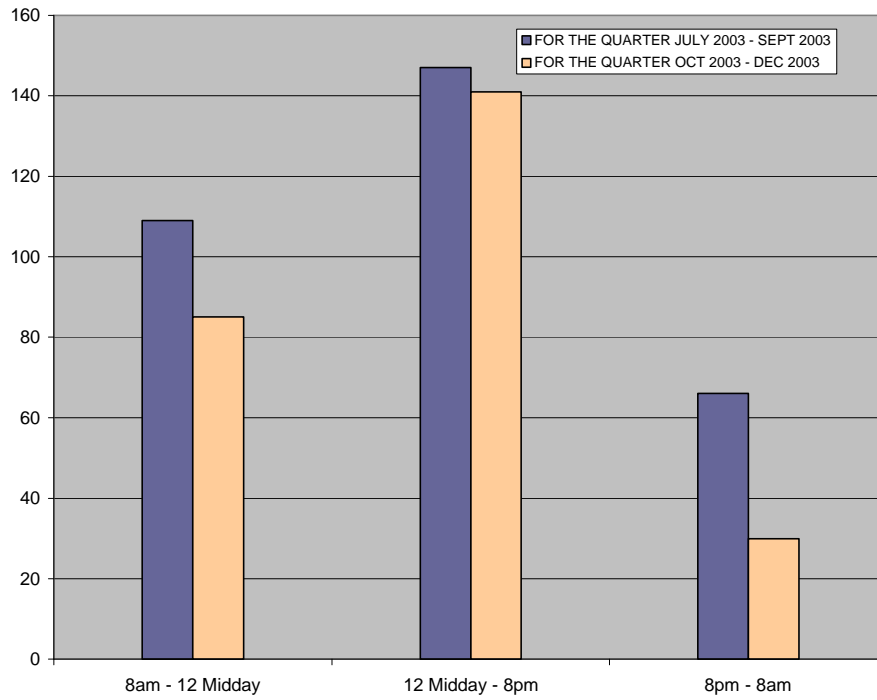
**NATIONAL
COMPARISON 3rd QUARTER to 4th QUARTER
OTHER PROBLEM GAMBLING CALLS**



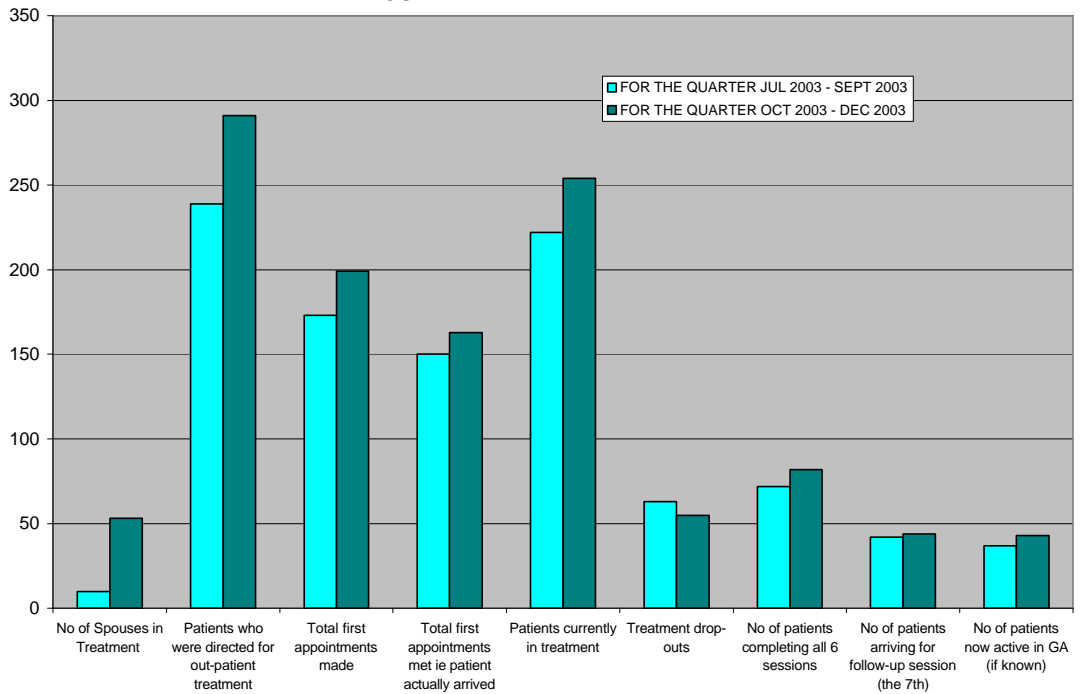
**NATIONAL
COMPARISON 3rd QUARTER to 4th QUARTER
PROBLEM GAMBLER CALLS**



**NATIONAL
COMPARISON 3rd QUARTER to 4th QUARTER
TIME OF CALLS**



**NATIONAL
COMPARISON 3rd QUARTER TO 4th QUARTER
OUTPATIENT TREATMENT**



NATIONAL RESPONSIBLE GAMBLING HELPLINE STATISTICS

HELPLINE CALLS & REFERRALS:

	FOR THE QUARTER JULY 2003 - SEPT 2003		FOR THE QUARTER OCT 2003 - DEC 2003		TOTAL OVER 43 MTH PERIOD	% of PROBLEM GAMBLING CALLS
PROB GAMBLING CALLS:						
Treatment Referrals of Prob.Gamblers	293	27.49%	256	26.26%	3,116	30.79%
Telephone Counseling of Prob.Gamblers	30	2.81%	193	19.79%	1,325	13.09%
Information about Problem Gambling	743	69.70%	526	53.95%	5,678	56.11%
	1066	100.00%	975	100.00%	10,119	100.00%
					TOTAL OVER 43 MTH PERIOD	% of OTHER PROBLEM GAMBLING CALLS
OTHER PROB GAMBLING REFERRALS :						
Repeat Outpatient Treatment	2	3.64%	10	16.39%	12	10.34%
Inpatient Treatment Referral	5	9.09%	1	1.64%	6	5.17%
Treatment Referrals - Family Program	48	87.27%	50	81.97%	98	84.48%
	55	100.00%	61	100.00%	116	100.00%
					TOTAL OVER 43 MTH PERIOD	% of TOTAL CALLS
TOTAL NO OF PROB GAMBLING CALLS	1,121	18.13%	1036	16.54%	10,235	17.04%
OTHER CALLS:						
General Enquiries	895	14.48%	1253	20.00%	7,920	13.19%
Hoaxes	1376	22.26%	1372	21.90%	18,822	31.34%
Silent	1238	20.03%	1450	23.14%	13,260	22.08%
Wrong No's	1552	25.11%	1154	18.42%	9,812	16.34%
	5,061	81.87%	5,229	83.46%	49,814	82.96%
TOTAL NO OF CALLS TO HELPLINE	6,182		6,265		60,049	

OTHER DATA:**TIME OF CALL:**

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

ANALYSIS OF PG REFERRALS:**AREA:**

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

MARITAL STATUS:

Married
 Divorced
 Single
 Widowed
 Seperated
 Unknown

SEX:

Male
 Female
 Unknown

AGE:

20
 20 - 40
 40+
 Unknown

	FOR THE QUARTER JULY 2003 - SEPT 2003		FOR THE QUARTER OCT 2003 - DEC 2003		TOTAL OVER 43 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
	109	37.20%	85	33.20%	329	10.56%
	147	50.17%	141	55.08%	434	32.75%
	66	22.53%	30	11.72%	152	2.68%
	27	9.22%	30	11.72%	294	9.44%
	67	22.87%	37	14.45%	695	22.30%
	25	8.53%	14	5.47%	217	6.96%
	3	1.02%	1	0.39%	93	2.98%
	152	51.88%	136	53.13%	1,417	45.47%
	0	0.00%	5	1.95%	28	0.90%
	2	0.68%	7	2.73%	49	1.57%
	17	5.80%	21	8.20%	77	2.47%
	0	0.00%	4	1.56%	22	0.71%
	0	0.00%	0	0.00%	0	0.00%
	0	0.00%	0	0.00%	0	0.00%
	0	0.00%	0	0.00%	0	0.00%
	0	0.00%	0	0.00%	0	0.00%
	0	0.00%	0	0.00%	114	3.66%
	0	0.00%	1	0.39%	110	3.53%
	293	100.00%	256	100.00%	3,116	100.00%
	168	57.34%	130	50.78%	1,817	58.31%
	29	9.90%	30	11.72%	301	9.66%
	80	27.30%	91	35.55%	769	24.68%
	9	3.07%	3	1.17%	75	2.41%
	5	1.71%	1	0.39%	22	0.71%
	2	0.68%	1	0.39%	132	4.24%
	293	100.00%	256	100.00%	3,116	100.00%
	179	61.09%	147	57.42%	1,820	58.41%
	113	38.57%	109	42.58%	1,230	39.47%
	1	0.34%	0	0.00%	66	2.12%
	293	100.00%	256	100.00%	3,116	100.00%
	7	2.39%	9	3.52%	86	2.76%
	183	62.46%	141	55.08%	1,293	41.50%
	95	32.42%	97	37.89%	921	29.56%
	8	2.73%	9	3.52%	816	26.19%
	293	100.00%	256	100.00%	3,116	100.00%

	FOR THE QUARTER JULY 2003 - SEPT 2003		FOR THE QUARTER OCT 2003 - DEC 2003		TOTAL OVER 43 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
LANGUAGE PREFERENCE:						
English	196	66.89%	175	68.36%	2,249	72.18%
Afrikaans	57	19.45%	34	13.28%	410	13.16%
Vernacular	38	12.97%	42	16.41%	305	9.79%
Unknown	2	0.68%	5	1.95%	152	4.88%
	293	100.00%	256	100.00%	3,116	100.00%
EMPLOYMENT:						
Employed	194	66.21%	161	62.89%	2,076	66.62%
Unemployed	55	18.77%	37	14.45%	529	16.98%
Optionally unemployed (eg housewife)						
Part-time / Temp	8	2.73%	14	5.47%	56	1.80%
Self-employed	11	3.75%	19	7.42%	128	4.11%
Retired	4	1.37%	1	0.39%	11	0.35%
Pensioner	7	2.39%	3	1.17%	69	2.21%
Dependant			11	4.30%	11	0.35%
Unknown	14	4.78%	10	3.91%	236	7.57%
	293	100.00%	256	100.00%	3,116	100.00%
RELATED PROBLEMS:						
Previous Gambling Treatment	8	2.73%	8	3.13%	323	10.37%
Alcohol / Drug Problem	33	11.26%	15	5.86%	71	2.28%
Other Psychiatric Problems	36	12.29%	30	11.72%	170	5.46%
Suicidal Ideation	46	15.70%	18	7.03%	146	4.69%
Gamblers Anon Attendance	4	1.37%	9	3.52%	13	0.42%
Criminality	59	20.14%	31	12.11%	189	6.07%
TYPE OF GAMBLING:						
Casino Slots	145	49.49%	155	60.55%	1,548	49.68%
Non-Casino Slots (LPM's)	0	0.00%	0	0.00%	0	0.00%
Casino Table Games	74	25.26%	45	17.58%	612	19.64%
Bookmakers (Horses, sports etc)	7	2.39%	9	3.52%	189	6.07%
Lottery	3	1.02%	2	0.78%	31	0.99%
Scratch cards	1	0.34%	0	0.00%	1	0.03%
Internet gambling	1	0.34%	1	0.39%	2	0.06%
Bingo	0	0.00%	0	0.00%	0	0.00%
Private gambling	7	2.39%	7	2.73%	15	0.48%
Tote	2	0.68%	1	0.39%	8	0.26%
Other	1	0.34%	3	1.17%	78	2.50%
More than one	51	17.41%	32	12.50%	340	10.91%
Unknown	1	0.34%	1	0.39%	292	9.37%
	293	100.00%	256	100.00%	3,116	100.00%
WHERE DID THEY GET HELP NO?						
Press Coverage & Media	165	56.31%	132	51.56%	1,452	46.60%
Via Collateral in gambling venues	115	39.25%	71	27.73%	857	27.50%
Via Staff in gambling venues	0	0.00%	34	13.28%	34	1.09%
Gamblers Anonymous	8	2.73%	8	3.13%	16	0.51%
NRGP Website	3	1.02%	7	2.73%	23	0.74%
Can't recall	2	0.68%	2	0.78%	661	21.21%
More than one	0	0.00%	2	0.78%	73	2.34%
	293	100.00%	256	100.00%	3,116	100.00%

NATIONAL OUT-PATIENT TREATMENT STATISTICS

	FOR THE QUARTER JULY 2003 - SEPT 2003		FOR THE QUARTER OCT 2003 - DEC 2003		TOTAL OVER 43 MTH PERIOD		
No of spouses in treatment	10		53		63		
Patients referred for out-patient treatment	239		291		2,660		
Total first appointments made	173	72.38%	199	68.38%	1,741	65.45%	% OF TOTAL REFERRALS
Total first appointments met ie patient actually arrived	150	86.71%	163	81.91%	1,467	84.26%	% OF PATIENTS WHO MADE APPOINTMENTS AND ARRIVED FOR 1ST APPOINTMENT
Patients currently in treatment	222		254		1,434		
Treatment dropouts	63	36.42%	55	27.64%	317	18.21%	% OF 1ST APPOINTMENTS MADE
No of patients completing all 6 sessions	72	48.00%	82	50.31%	724	49.35%	% OF PATIENTS WHO ENTERED THE PROGRAMME AND COMPLETED IT
No of patients arriving for follow-up session (the 7th)	42	58.33%	44	53.66%	433	59.81%	% PATIENTS WHO COMPLETED THE PROGRAMME & ARRIVED FOR THE 7TH FOLLOW UP SESSION 3 MTHS AFTER COMPLETION OF TREATMENT
No of patients now active in GA (if known)	37		43		43		