

*NATIONAL QUARTERLY REPORT  
FOR THE PERIOD  
JULY – SEPTEMBER 2007*

## **1. EXECUTIVE SUMMARY**

The major event of the past quarter was the R1.5-million public awareness campaign undertaken jointly with the National Gambling Board. Aimed at less affluent South Africans in LSM categories 2-5, it was built around a concept in which leading South African role models endorsed a responsible gambling message. Dingaane Thobela, Vusi Kunene, Connie Ferguson and Mark Fish acted as responsible gambling ambassadors in a campaign based around radio advertising, the commuter media, trains, busses and taxis and print media relevant to the target market.

Launched at the Bree Street Taxi Rank by NGB chairman Chris Fisser, acting CEO Themba Marasha, and our responsible gambling ambassadors, the campaign was extremely well received by media. 14 radio stations and 17 publications and newspapers subsequently covered the story.

Also in the period under review, the NRGP was invited to make a submission by the Trade and Industry Parliamentary Portfolio Committee, as part of the public hearings into the National Gambling Amendment Bill. Professor Peter Collins, the executive director, made a presentation to the committee in which he told MPs that remote gambling, including via the internet, telephony and interactive television, was already highly accessible to South Africans, presented many dangers for players and needed to be regulated. The principal challenge for lawmakers was to protect actual and potential gamblers, particularly the young who were increasingly familiar and comfortable with screen-based entertainment.

In the past quarter, training has continued to receive priority, with over 669 industry staffers in five provinces from the LPM, racing and casino sectors completing the NRGP basic course. Staff from the Limpopo Gambling Board and the Mpumalanga Gambling Board also received training.

The debt counselling programme continues to be extremely successful, reaching more than workers in the private and public sectors over the past three months.

Our public awareness campaign in schools picked up pace after the school holidays, being delivered to some 20 000 learners in more than 109 sessions at 40 schools. As part of the NRGP's community outreach initiative, facilitators visited X pension payout points, distributing leaflets to Y pension recipients. Over 400 public libraries also received responsible gambling collateral in the past three months.

The counselling line processed just over 7000 calls over the past quarter, of which 904 or 12.5% were directly related to problem gambling. In addition, 30 family members per month on average took advantage of our family counselling programme which provides intervention planning to assist families to deal with a relative who has been experiencing problems with gambling behaviour.

The measures we have introduced to enhance our answered call ratio, and reduce hoax calls, have met with considerable success. In the past quarter, not a single call was bumped to the answering machine, and hoax and silent calls also diminished significantly. Our investment, therefore, in new technology and additional telephone counsellors has borne fruit.

## **2. PREVENTION**

In terms of public awareness the major activity of the past quarter was the final two months and completion of the new education campaign aimed at less affluent South Africans. This R1.5-million initiative was jointly sponsored by the National Gambling Board and the NRGP.

It was a multi-faceted campaign specifically aimed at lower income earners in Living Standards Measurement (LSM) categories 2-5, and to access this target market, a multi-media campaign was developed around primarily busses, trains, taxis and other elements of the commuter media, and also in print and electronic media serving this market.

Conceptualised as an endorsement campaign, it utilised role models Dinga Thobela, Mark Fish, Connie Ferguson and Vusi Kunene promoting a responsible gambling message in public service advertisements and in interviews with media. It was launched in the previous quarter and came to an end in September.

The campaign saw public service advertisements in City Vision, The Daily Sun, The Sowetan and Drum, with radio placements on Commuter FM, broadcasting at taxi, train and bus terminals.

The 150 interior taxi ads generated 1,4 million viewing opportunities over the three month period, exterior 18 million opportunities, the 100 interior train ads 13,8 million opportunities and Commuter FM 1.7 million daily. Ads were displayed on the exterior of 30 taxis, the interior of 150 vehicles, inside 100 train coaches and 35 commuter busses, and on the back of 20 busses on township-city routes.

Pleasing was the editorial response in the media to the campaign. Articles in The Daily Sun, The Citizen, The Star and Beeld provided access to a combined readership of just under three million.

The NRGP has been nominated for an Africa Quill Award in the category of multi-audience communication. Nominations are sourced from throughout the continent for this prestigious award programme, and news of the adjudication will be received in October.

## Training

A total of 669 people have received training during the quarter under review.

### Casino training

Date	Casino	Number of delegates
4 July 07	Tusk Mmbatho	27
5 July 07	Tusk Mmbatho	21
6 July 07	Tusk Mmbatho	26
20 July 07	Gold Reef City Casino	11
26 July 07	Mykonos Casino	37
3 Aug 07	Gold Reef City Casino	23
2 Aug 07	Monte Casino	14
8 Aug 07	Gold Reef City Casino	18
10 Aug 07	Gold Reef City Casino	20
15 Aug 07	Gold Reef City Casino	11
17 Aug 07	Gold Reef City Casino	14
22 Aug 07	Gold Reef City Casino	6
24 Aug 07	Gold Reef City Casino	14
26 Aug 07	Mykonos casino	37
27 Aug 07	Emperors Palace	42
29 Aug 07	Gold Reef City Casino	18
31 Aug 07	Emperors Palace	42
4 Sept 07	Monte Casino	28
4 Sept 07	Gold Reef City Casino	5
5 Sept 07	Caledon Casino	37
7 Sept 07	Gold Reef City Casino	10
11 Sept 07	Gold Reef City Casino	15
14 Sept 07	Gold Reef City Casino	5
18 Sept 07	Gold Reef City Casino	2
21 Sept 07	Gold Reef City Casino	4
25 Sept 07	Gold Reef City Casino	5

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### Horse Racing: Bookmakers and Tote

Date	Operator	Number of delegates
28 Aug 07	Gold circle W Cape	10
5 Sept 07	Gold circle W Cape	23

**33**

The KZN Bookmakers Control Committee and Loren Human organized a seminar on responsible gambling for 84 bookmakers and tote employees at KZN Gold circle on the 20 August 2007. The KZN Bookmakers Control Committee also invited the NRGP to facilitate to a presentation to a group of 28 representatives from the gambling industry at a woman's day lunch in KZN on the 31 August 2007.

### LPM

Date	Operator	Number of delegates
21 Aug 07	Kingdom Slots KZN	Train the trainers

## Regulators

Date	Operator	Number of delegates
6 July 07	MGB	13
14 Aug 07	Limpopo Gambling Board	9

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### **The NRGP “Dealing with Problem Gamblers” DVD**

As part of our ongoing training material development and improvement process, the NRGP identified a need for the development of a DVD-led training programme to augment the existing basic course. This DVD focuses on the role of the employee in the identification and management of problem gamblers within their sphere of influence. It will be used as a stand alone training DVD as well as an introduction to the basic course. Representatives from the casino, LPM, bookmakers and tote industry have participated in the DVD.

In its first distribution, the DVD has been circulated to the following branches from Thou Slots to augment their existing responsible gambling training programme:

- 165 - Western Cape sites
- 32 - KwaZulu Natal sites

Fifteen DVDs were dispatched to bookmakers at the NRGP presentation on the 20 August 2007.

### **Debt Counselling**

There has been no slowdown in new applications for debt counselling. Although applications are received from individuals at all socio-economic strata the story behind debt always remains more or less the same.

It is alarming to see how many people do not budget and consequently have no idea how much debt they have. One of the first tasks in debt counselling is to provide people with a budget, the use of credit cards is stopped and the consumer to use cash or debit card to make purchases. The fact that they are forced into a tight monthly budget, which they have to manage, has a positive effect. Very often people are able to reduce spending on budget items which they thought was impossible.

The lesson is that many people need to be educated to manage their money effectively. The feedback from consumers who have been through debt counselling supports this.

- Their debt problems affected productivity at work and relationship at home.
- They received so many phone calls from creditors that they stopped answering the phone at work and at home.
- Once under debt counselling they were relieved that that issues were addressed and that a plan has been developed to resolve the issues.
- This had an immediate and positive effect on their productivity and relationships at home.
- If they could change one thing in terms of the past that would have activity participated in budget education.

### *Financial Lifestyle*

One of the purposes of our debt counselling initiative is to assist individuals to improve their budget irrespective of the financial position of the individual. This is achieved by identifying the areas where the person could improve his or her financial lifestyle by either spending more or less in a budget category.

Financial lifestyle is the way an individual or household selects to spend his, her or their money over the short and long term. Each individual needs to make financial lifestyle choices. Different issues are important to different people. However, it is important that the financial lifestyle of an individual is in sync with his or her monthly income. Each person (or household) has different financial priorities and this is influenced by the financial lifestyle choices that are made.

There are normally ten systems of cost within each household. These are:

- Housing
- Food
- Clothing
- Transportation
- Recreation and entertainment
- Education
- Health and personal care
- Saving and security
- Debt servicing

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

### OVERVIEW

Work continued on the various projects as outlined below:

- two road shows for high schools were held during August in the Swellendam/Overberg area as well as Hermanus and surrounds
- the AllPay outreach work started in September following the appointment of four facilitators
- the comic book was distributed as part of the Minister's provincial campaign to 16 multipurpose centres (300 copies each)
- the new-look bookmark was printed at the end of September
- a roadshow was held for staff of the Breedevallei Municipality
- the NRGp participated in a corporate wellness day at the Department of Environmental Affairs and Tourism (DEAT)

### SCHOOLS

Two road shows took place during August – the Swellendam / Overberg Roadshow from 20 to 24 August, as well as Hermanus and surrounds from 27 to 31 August. This involved 5 625 learners at 13 schools attending 64 sessions.

		<b>Swellendam/Overberg 20 – 24 August 2007</b>						
<b>NO.</b>	<b>DATE</b>	<b>NAME OF SCHOOL VISITED</b>	<b>GRADE AND NO. LEARNERS</b>					<b>TOTAL LEARNERS</b>
			<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	
<b>1</b>	27/8/07	Grabouw HS	55	51	53	60		<b>219</b>
<b>2</b>	28/8/07	Hermanus Christian Academy	15	15	15			<b>45</b>
<b>3</b>	29/8/07	Qhayiya SS, Hermanus	185	180	316	140	145	<b>966</b>
<b>4</b>	30/8/07	Groenberg SS, Grabouw	340	325				<b>665</b>
<b>5</b>	31/8/07	Khanyolwethu SS, Strand	333	307	295	270		<b>1 205</b>
	A	<b>Sub-total</b>	<b>928</b>	<b>878</b>	<b>679</b>	<b>470</b>	<b>145</b>	<b>3 100</b>
<b>6</b>	20/8/07	Overberg HS, Caledon	136	132				<b>268</b>
<b>7</b>	21/8/07	Barrydale HS	48	47	61	36	30	<b>222</b>
<b>8</b>	21/8/07	Olyfkrans College, Swellendam	24	21	24	27	23	<b>119</b>
<b>9</b>	22/8/07	Ashton Public Combined	83	86	127	101	68	<b>465</b>
<b>10</b>	23/8/07	Gerrit Du Plessis Sekondêre, Riversdale	178	231	267	98		<b>774</b>
<b>11</b>	23/8/07	Oakdale Landbou, Riversdale	85	87	93	77	45	<b>387</b>
<b>12</b>	23/8/07	Langenhoven High School, Riversdal	86					<b>86</b>
<b>13</b>	24/8/07	Riviersonderend High School	27	79	44	38	16	<b>204</b>
	B	<b>Sub-total</b>	<b>667</b>	<b>683</b>	<b>616</b>	<b>377</b>	<b>182</b>	<b>2 525</b>

	A	<b>Sub-total</b>	<b>928</b>	<b>878</b>	<b>679</b>	<b>470</b>	<b>145</b>	<b>3 100</b>
	C	<b>TOTAL</b>	<b>1 595</b>	<b>1 561</b>	<b>1 295</b>	<b>847</b>	<b>327</b>	<b>5 625</b>

### **ALLPAY OUTREACH**

Four facilitators who were recruited locally to work on the AllPay project received training by the NRGPs Loren Human on 18 July. They are Hilton Kuhn, Mluleke Gumse and Bukelwe Duma, all master trainers in addiction and substance abuse who participated in the Siyabulela programme, together with Euginia Budaza, who also works on the NRGPs problem gambling counselling line.

The visits officially resumed in September facilitators concentrating on the bigger paypoints in the metropolitan and country districts.



	<u>Date</u>	<u>AllPay Station Name</u>	<u>Interactions</u>
1	Monday 03 Sept	Athlone	400
2	Monday 03 Sept	Ottery	460
3	Monday 03 Sept	Table View/Blouberg	155
4	Tuesday 04 Sept	Bonteheuwel	430
5	Tuesday 04 Sept	Lotus River	150
6	Wednesday 05 Sept	Brownsfarm	225
7	Wednesday 05 Sept	Tafelsig	425
8	Wednesday 05 Sept	Wynberg/Glosderry/Kenilworth	400
9	Friday 07 Sept	Ravensmead	175
10	Friday 07 Sept	Parow/Parowvalley	225
11	Friday 07 Sept	Beaconvalley	155
12	Monday 10 Sept	Wallacedene	350
13	Monday 10 Sept	Harare	225
14	Tuesday 11 Sept	Grassy Park	400
15	Tuesday 11 Sept	Gugulethu 1	345
16	Wednesday 12 Sept	Gugulethu 3	200
17	Wednesday 12 Sept	Maitland	185
18	Wednesday 12 Sept	Woodstock	375
19	Wednesday 13 Sept	Manenburg	445
20	Thursday 13 Sept	Mayanani	600
21	Friday 14 Sept	Stellenbosch	190
22	Monday 17 Sept	New Crossroads	425
23	Monday 17 Sept	Macassar	425
24	Tuesday 18 Sept	Kuilsrivier	195
25	Tuesday 18 Sept	Retreat	385
			<b>7 945</b>

## **BREDEVALLEI ROADSHOW**

Altogether about 100 employees from the electricity, waterworks, sewage and administration departments of the Breederivier Valley Municipality attended the NRGF roadshow presented over three days in Touwsrivier, De Doorns and Worcester from 24 to 26 July, and culminating in a training session of "Your Safest Bet", presented by Loren Human for nine HR practitioners on 27 July.

The changeover from a learner-focused to an adult-focused play went very smoothly and did not affect the messaging intrinsic to the performance. The audience enjoyed the humour in the play tremendously and could identify with many aspects of the presentation. After the presentation they gathered around eagerly to collect collateral in order to spread the message in their communities.

The actors received a number of questions and comments relating to problem gambling. The most common question and concern expressed was how employers deal with people who have a problem.

After each session one of the actors would interact with the audience concerning the knowledge acquired during the presentation, after which our senior NRGP counsellor Johan Arries slotted in a short but comprehensive account of how the Problem Gambling Counselling Line functions, what services the NRGP offers and how to access them.

Testimony to the success of how well the shows were received by the audiences, the facilitators received SMSs after the show, congratulating and thanking them.

- 20 people attended the first, and 18 the second session held in the local library in Touwsrivier
- 13 and 17 people attended the two sessions respectively held in the local library at De Doorns
- 23 and 27 people attended the two sessions held at the Municipal Administration offices in the village centre of Worcester.

The NRGP also retained the services of one of the people who was trained as a master trainer as part of the Siyabulela programme, namely Johannes van de Berg, to participate in the roadshow held in Worcester. Coincidentally, he also works as a supervisor for AllPay in the district. This is part of the strategy to use NRGP-trained people in the outlying areas, to bolster awareness of problem gambling as one of the addiction-forming activities.

### **CORPORATE WELLNESS DAY AT DEAT**

The NRGP was one of about five health-related organisations invited to participate in an all-day Corporate Wellness Day led by Simone Smith, one of the NRGP's counsellors, and hosted by the Department of Environmental Affairs & Tourism.

Organisations represented were SANCA, Legal AIDS and Virgin Active and employees could go for massages, get eye tests, have their cholesterol and blood pressure checked and get tested for HIV.

The location of the NRGP exhibition helped to boost awareness and attendance.

Correctional Services have invited the NRGP to participate in an Wellness Day being held for their officials in Malmesbury Mess Hall on 10 October from 09h00 to 15h00.

### **PRINT ITEMS**

Stocks of the new bookmarks were duly delivered to 317 libraries, along with a colourfully printed bookmark holder. The comic book was also distributed as part of the Minister's campaign to 16 multipurpose centres (300 copies each).

Translation of the comic book into colloquial isiXhosa and Afrikaans, to permit a limited printing if required/requested – is still pending.

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

**OVERVIEW**

During the quarter under review:

- presentations were held at 27 schools reaching more than 15 315 learners from July when schools reopened, including two highly successful roadshows to Mamelodi and Soshanguwe
- NRGP facilitators were exposed to some 23 455 beneficiaries at 75 AllPay stations
- the NRGP participated in the 10-day Pretoria Show
- production on new collateral started – school attendance certificates, bookmarks and leaflets.

**SCHOOLS**

Following the public service strike that led to the cancellation of many scheduled school visits during June, there was the break for the winter vacation. As the third term started, visits resumed, however, appointments that could not be kept during the second term were rescheduled for next year because of the backlog.

Visits were paid to 34 schools, reaching 16 235 learners – averaging about 90 to 95 learners per presentation. The target is about 25 000 learners for this year.

Two road shows concentrating on schools in the Mamelodi and Soshanguwe areas went off very well, eliciting a favourable response from learners, teachers, principals and heads of department. In fact, the Soshanguwe one was over-subscribed. There is a great need in this community and we will definitely be seeing more schools in this township and surrounds during the rest of the year.

An attendance certificate that learners can include in their individual school portfolios is in the final production stages.

NO.	DATES	NAME OF SCHOOL	PRESENTATIONS	GRADE/NO. LEARNERS					TOTAL LEARNERS
				8	9	10	11	12	
1	22-23/05/07	Tsakane SS	6			230	315		545
2	24-28/05/07	George Khoza HS	8			360	241	130	731
3	30-31/05/07	Bhukulani SS	8		344	397			741
4	16/7/07	Olympia Park HS	3		124	127			251
5	18/7/07	Phineas Xulu HS	4				353		353
6	26/7/07	Pace Commercial College	1		150				150
7	30/7/07	Lavela HS	2					144	144
8	30/7/07	Heidehof Residence: TUT	1					107	107

9	1/8/07	PQ Vundla Adult Education	4			134	169		303
10	21/8/07	Buhlebezwe HS	4	196	207				403
11	23/8/07 – 24/8/07	Nghunghunyane SS	6			307	303		610

12	6/9/07	Allanridge Combined School	4		219		182		401
13	13/9/07 – 19/9/07	Noordgesig SS	10	156	182	540			878
14	20/9/07	Morris Isaacson HS	3			292			292
15	2/8/07	Lompec SS	16		21	51	50	66	204
16	3/8/07	Vlakfontein HS					352		352
17	3/8/07	Ribane Laka HS	234		292	398	187		1111
18	3/8/07	Modiri Technical HS			255		334		589
19	6/8/07	Nellmapius SS	207		203	211	186		807
20	7/8/07	Solomon Mahlangu Freedom School			300	275			575
21	8/7/07	Tsako-Thabo HS			290	350	280		920
22	13/8/07	Soshanguve SS				640	510		1150
23	13/8/07	Hlanganani HS				380			380
24	14/8/07	Reitumetse HS				434			434
25	15/8/07	Central SS				352	318		670
26	16/8/07	Baleseng Junior SS	555		401				956
27	17/8/07	Elizabeth Matsemela SS	255		268	291	278	166	1258
		<b>TOTAL</b>							<b>15 315</b>

## ALLPAY PROJECT

After the pilot project started last November, this interface with the public is going well, and there is good liaison between the co-ordinators, the facilitators and the AllPay service personnel at each pay station.

On average 25 pay points a month are visited, reaching about 7 000 people. Interaction at the pay points ranges involves the facilitator handing out a leaflet to a beneficiary expressing interest in passing – and occasionally holding a brief conversation with some of them.

- 25 pay points were visited during July, reaching 7 765 people
- 24 pay points were visited during August, reaching 7 830 people
- 25 pay points were visited during September, reaching 7 860 people

	<b>Date</b>	<b>AllPay Station</b>	<b>Interactions</b>
1	Wednesday 04 July	Stanza Bopape	370
2	Wednesday 04 July	Rabasothe	220
3	Wednesday 04 July	Doornkop	450
4	Wednesday 04 July	Lenasia Civic Centre	225
5	Friday 06 July	Mamelodi West Community Hall	375
6	Friday 06 July	D H Williams Hall	425
7	Monday 09 July	Kopanong Hall	265
8	Monday 09 July	Pimville Library Hall	275
9	Monday 09 July	Mofolo/Makhaya Hall	205
10	Monday 09 July	Evaton / Residentia / Sebokeng	220
11	Monday 09 July	Mamelodi East Community Hall	420
12	Wednesday 11 July	Lethabong Hall	350
13	Wednesday 11 July	Bekkersdal	310
14	Thursday 12 July	Halala Hall	600
15	Thursday 12 July	Sebokeng - Mpho Sipiwe	175
16	Friday 13 July	Orlando Communal Hall	195
17	Friday 13 July	Orange Farm Chris Hani	300
18	Friday 13 July	Zola/3700 Bendele Rd	220
19	Friday 13 July	Naledi Hall	215
20	Monday 16 July	Senoane/Phiri Community Hall	295
21	Monday 16 July	Daveyton - Victor Ndlazilwane	300
22	Tuesday 17 July	Falala	450
23	Tuesday 17 July	Meadowlands Hostell Hall	330
24	Tuesday 17 July	Ratanda Community Hall	240
25	Wednesday 18 July	Vosloorus Civic Centre	335
			<b>7 765</b>

	<b>Date</b>	<b>AllPay Station</b>	<b>Interactions</b>
1	Wednesday 1 August	Atteridgeville Community	325
2	Thursday 2 August	Saulville Mlambo Hall	315
3	Friday 3 August	Germiston Civic Centre	275
4	Friday 3 August	Diepkloof	275
5	Friday 3 August	Alexandra - San Khopana	400
6	Monday 6 August	Kwa-Thema Hall - H.H. Ngakane	450
7	Monday 6 August	Tsakane Community Hall	300
8	Monday 6 August	Jabavu Administration Off - Iphelacheng	275
9	Tuesday 7 August	Don Mateman Civic Hall	315
10	Wednesday 8 August	Dobsonville	375
11	Wednesday 8 August	Mamelodi West Community Hall	330
12	Friday 10 August	Mamelodi East Community Hall	320
13	Monday 13 August	Duduza Hall	200
14	Monday 13 August	Chiawelo Administration Office	300
15	Monday 13 August	Pimville Library Hall	400
16	Tuesday 14 August	Stompies Skosana Comm Centre	425
17	Tuesday 14 August	Falala	275
18	Tuesday 14 August	Orlando West Administration	215
19	Wednesday 15 August	Daveyton - Victor Ndlazilwane	525
20	Friday 17 August	Civic Centre - Ennerdale	225
21	Friday 17 August	Sharpville/Sebokeng	400
22	Friday 17 August	Kagiso 1	315
23	Monday 20 August	Ivory Park	275
24	Tuesday 21 August	Halala Hall	320
			<b>7 830</b>

	<b>Date</b>	<b>AllPay Station</b>	<b>Interactions</b>
1	Wednesday 05 Sept	Saulville Mlambo Hall	400
2	Wednesday 05 Sept	Doornkop	365
3	Monday 06 Sept	Stanza Bopape	255
4	Thursday 06 Sept	Rabasothe	525
5	Thursday 06 Sept	Lenasia Civic Centre	250
6	Friday 07 Sept	Kopanong Hall	350
7	Monday 10 Sept	Mamelodi East Community Hall	360
8	Monday 10 Sept	Sebokeng - Mpho Sipiwe	275
9	Tuesday 11 Sept	Mamelodi West Community Hall	275
10	Thursday 13 Sept	D H Williams Hall	275
11	Tuesday 11 Sept	Pimville Library Hall	330
12	Tuesday 11 Sept	Mofolo/Makhaya Hall	350
13	Wednesday 12 Sept	Halala Hall	350
14	Thursday 13 Sept	Lethabong Hall	275
15	Thursday 13 Sept	Naledi Hall	300
16	Friday 14 Sept	Bekkersdal	325
17	Friday 14 Sept	Falala	275
18	Friday 14 Sept	Orlando Communal Hall	300
19	Friday 14 Sept	Orange Farm Chris Hani	350
20	Friday 14 Sept	Zola/3700 Bendele Rd	300
21	Monday 17 Sept	Senoane/Phiri Community Hall	375
22	Monday 17 Sept	Evaton / Residentia / Sebokeng	475
23	Wednesday 19 Sept	Meadowlands Hostell Hall	540
24	Wednesday 19 Sept	Ratanda Community Hall	400
25	Wednesday 19 Sept	Vosloorus Civic Centre	350
			<b>7 860</b>

## **COMMUNITY OUTREACH**

### *Pretoria Show*

The NRGF participated again in the 10-day Pretoria Show from 22 August to 2 September and facilitators reported very good interaction with visitors and an increase in the distribution of materials.

Over 6000 leaflets and comics were handed out over the course of the show as well as approximately 2000 playing cards featuring the 'alternative' deck showing the jack, queen and king looking rather the worse for wear. These were a great draw card – no pun intended.

We managed to secure the same position as last year - in Hall A, next to the main entrance to the hall. The busiest time for attendance was over the weekends and in the evenings. The facilitators noted more interaction than previously, with nearly half the visitors staying to converse with facilitators and the other half just taking collateral.

Aside from the usual enquiries at the stand, facilitators reported the following:

- queries regarding the re-opening of the Lotto
- requests for information about the schools' programme
- an increase in the number of parents approaching the stand with their children to request information
- an increase in the number of young people approaching the stand

### *Expo 50+*

Other exhibitions scheduled for later this year include the Expo 50+, the show for the Aged, which is happening on 1-3 October in the Pretoria Showgrounds, although it seems that the Soweto Show held during September last year may not be repeated in its previous format this year.

### **NEW PRINT ITEMS**

A new bookmark has been printed and is being distributed via the Gauteng Provincial Library service to 140 libraries, including 30 prison libraries, mobile libraries and community libraries along with a colourful bookmark holder.

### **3. RESEARCH**

Subjects continued to be processed as part of the ongoing UCT / UKZN experimental work on South African gamblers' attitudes to reward delay, risk, and interpersonal generosity. We have now reached 75% of the target sample and are busy analyzing results.

Professor Ross reported on the coming (2008 - 2009) prevalence study of South African gambling behavior in the newsletter of the UK's Society for the Study of Gambling, explaining why SA's will be the most advanced such study ever done.

Professor Rudy Vuchinich of the University of Alabama at Birmingham visited Cape Town to help analyse the latest NCSG research data.

### **4. TREATMENT**

Activity on the counselling line with respect to problem gambling in South Africa remained constant over the past quarter. We have detected no significant changes in the pattern of our referrals and requests for help. This would suggest that the incidence of problem gambling (i.e. new cases) remains constant within the gambling culture of South Africa.

From inception, the NRGF has been dedicated towards containing the incidence of problem gambling and the relative stability of our statistics would suggest that to a degree, we have achieved this objective. Studies have shown that if information and caution around problem gambling are introduced from the start, problem gambling behaviours are best contained in the long run and that has been an important component of the NRGF's mission since 2001.

The counselling services that we now provide cover the full spectrum of therapeutic requirements. This now includes our well established out-patient counselling programme with the option of repeat programmes for people who relapse, in-patient treatment, family programmes, both intervention and counselling, continuing care groups and a very professional debt management service for problem gamblers requiring assistance with respect to their chaotic finances.

In addition, our experienced counselling team are able to provide a degree of counselling over the telephone as well as information around problem gambling when it is requested. We have invested significant resources in upgrading and educating our counselling team as they are the initial access point for the problem gambling public pursuing our service. It is critically important that they are informed and able to respond to queries with confidence and authority.

Over the past quarter, once again we are pleased to report that the answering machine statistics remained zero. This confirms that all calls are being answered by a one-to-one counsellor which is an objective that we have now consistently met since January 2007.

Hoax calls, silent calls and wrong numbers have also diminished significantly. It may well be that the line has achieved a maturity amongst pranksters which has diminished hoax callers, but the introduction of a filtering service has also contributed to the decrease in these unhelpful distractions. However, just over 4000 calls over the past quarter were related to non problem gambling general enquiries.

Total number of calls to the counselling line over the past quarter was 7186 of which 904 or 12.5% were related to problem gambling. In addition approximately 30 family members per month used the service for intervention planning, as opposed to direct counselling as many family members need assistance in dealing with the problem gambler in the family.

The distribution of requests for help from various provinces remains largely unchanged. With the imminent introduction of LPM industry in Gauteng, we will observe whether this will contribute to an increase in problem gambling from that province. Our experience has been in the three provinces where the LPM industry has been established that there has not been a significant increase in the incidence of problem gambling. This might suggest that the intrinsic restriction in the limited payout



machine industry achieves its stated objective of containing damage by virtue of the limited wager and jackpot.

Statistics show that three callers over the past quarter identified the LPMs as the focus of their gambling problems. We also note that 11 callers reported problems with internet gambling, which is a significant increase over the past quarter.

#### STAFF MATTERS

It was with shock and great sadness that the counselling line learnt of the death of senior counsellor Desmond Prince on 2 July 2007. Desmond was a very well liked and valued member of staff and is sorely missed by all. Ms Cerian Statham, a psychology student, has been appointed, trained and integrated into the vacancy left by Desmond.

During September 2007, Tanya Damon was accepted at UWC and Simone Smith at Stellenbosch University for a masters degree in psychology. This is a great achievement for them personally and a compliment to our organization for the calibre staff that are employed by the NRGP.

SA PROBLEM GAMBLING FOUNDATION - INDUSTRY  
BUDGET VS COSTS  
FOR THE 7 MONTHS ENDED 30/09/2007

	BUDGET MAR 07 - FEB 08	ACTUAL COSTS MAR - FEB 08	BUDGET BALANCE
<b>RESEARCH</b>			
Fees for National & International Researchers	2,103,000	124,911	1,978,089
Management & Co-Ordination	96,000	56,000	40,000
<b>SUB-TOTAL RESEARCH</b>	<b>2,199,000</b>	<b>180,911</b>	<b>2,018,089</b>
<b>PREVENTION, PUBLIC AWARENESS &amp; PUBLIC EDUCATION</b>			
Collateral	300,000	129,677	170,323
Advertorials etc	2,529,184	1,002,254	1,526,930
Communications/Advocacy/Public Affairs	278,184	162,310	115,874
Management & Co-Ordination	139,200	69,600	69,600
<b>SUB-TOTAL PREVENTION, PUBLIC AWARENESS &amp; PUBLIC EDUCATION</b>	<b>3,246,568</b>	<b>1,363,841</b>	<b>1,882,727</b>
<b>TRAINING</b>			
Basic Training, Advanced & Video Training	320,000	177,753	142,247
Co-Ordination	180,000	108,265	71,735
<b>SUB-TOTAL FOR TRAINING</b>	<b>500,000</b>	<b>286,018</b>	<b>213,982</b>
<b>TREATMENT NETWORK &amp; HELPLINE</b>			
<b>Helpline:</b>			
Helpline Costs	917,300	551,109	366,191
<b>Treatment</b>			
Inpatient	120,000	95,878	24,122
Outpatient	1,700,000	1,019,840	680,160
Family Programme	160,000	74,060	85,940
Group Sessions	96,000	1,200	94,800
Debt Management	105,000	26,035	78,965
<b>Helpline and Treatment</b>			
Management	84,000	49,000	35,000
Recruitment, upskilling professionals and protocols	250,000	51,340	198,660
Professional Supervision	168,000	98,000	70,000
<b>SUB-TOTAL FOR COUNSELLING &amp; TREATMENT</b>	<b>3,600,300</b>	<b>1,966,462</b>	<b>1,633,838</b>
<b>NATIONAL SCHOOLS</b>	<b>1,500,000</b>	<b>475,340</b>	<b>1,024,660</b>
<b>SUB-TOTAL FOR NATIONAL SCHOOLS</b>	<b>1,500,000</b>	<b>475,340</b>	<b>1,024,660</b>
<b>CENTRAL MANAGEMENT</b>			
Management fees	372,000	231,381	140,619
Salaries	143,000	73,780	69,220
Administration costs	151,800	88,550	63,250
Rent	51,600	31,780	19,820
Sundries eg telephones, photocopying, stationery, entertainment etc	100,000	56,182	43,818
Secretarial assistance & support to Prof P Collins	84,000	81,223	2,777
International conferences	150,000	-	150,000
Travel	450,000	160,965	289,035
Evaluations	120,000	-	120,000
Other running costs eg bank charges, audit fees etc	150,000	78,557	71,443
Interest received	(50,000)	(69,184)	19,184
<b>SUB-TOTAL FOR CENTRAL MANAGEMENT</b>	<b>1,722,400</b>	<b>733,233</b>	<b>989,167</b>
<b>RESERVE</b>	<b>3,775</b>		<b>3,775</b>
<b>TOTAL BUDGET for year based on 0.1% of GGR</b>	<b>12,772,043</b>	<b>5,005,805</b>	<b>7,766,238</b>
Unspent portion of prior year budget	584,248	29,490	554,758
<b>TOTAL BUDGET</b>	<b>13,356,291</b>	<b>5,035,295</b>	<b>8,320,996</b>
Bookmakers shortfall	(155,063)	-	(155,063)
<b>TOTAL BUDGET AVAILABLE FOR EXPENDITURE</b>	<b>13,201,228</b>	<b>5,035,295</b>	<b>8,165,933</b>

**NATIONAL RESPONSIBLE GAMBLING COUNSELLING STATISTICS**

**COUNSELLING CALLS & REFERRALS:**

**PROB GAMBLING CALLS:**

Treatment Referrals of Prob.Gamblers  
 Telephone Counselling of Prob.Gamblers  
 Information about Problem Gambling

FOR THE QUARTER JULY 2007 - SEPT 2007		TOTAL OVER 88 MTH PERIOD	% of PROBLEM GAMBLING CALLS
368	45.83%	8,193	36.28%
80	9.96%	2,729	12.08%
355	44.21%	11,662	51.64%
<b>803</b>	<b>100.00%</b>	<b>22,584</b>	<b>100.00%</b>

**OTHER PROB GAMBLING REFERRALS :**

Repeat Outpatient Treatment  
 Inpatient Treatment Referral  
 Treatment Referrals - Family Programme

		TOTAL OVER 88 MTH PERIOD	% of OTHER PROBLEM GAMBLING CALLS
5	4.95%	182	10.82%
1	0.99%	60	3.57%
95	94.06%	1,440	85.61%
<b>101</b>	<b>100.00%</b>	<b>1,682</b>	<b>100.00%</b>

**TOTAL NO OF PROB GAMBLING CALLS**

**OTHER CALLS:**

General Enquiries  
 Hoaxes  
 Silent  
 Wrong No's

		TOTAL OVER 88 MTH PERIOD	% of TOTAL CALLS
<b>904</b>	<b>12.58%</b>	24,266	<b>10.08%</b>
4066	56.58%	56,063	23.29%
827	11.51%	60,165	24.99%
1080	15.03%	53,029	22.03%
309	4.30%	33,817	14.05%
<b>6282</b>	<b>87.42%</b>	<b>203,074</b>	<b>84.35%</b>

**TOTAL NO OF CALLS TO COUNSELLING LINE**

**7186**

**240,747**

**OTHER DATA**

**TIME OF CALL(PROBLEM GAMBLER):**

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

FOR THE QUARTER JULY 2007 - SEPT 2007		TOTAL OVER 88 MTH PERIOD	% of PROBLEM GAMBLING CALLS
155	42.12%	2,414	29.46%
197	53.53%	3,205	39.12%
20	5.43%	601	7.34%

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

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

FOR THE QUARTER JULY 2007 - SEPT 2007		TOTAL OVER 88 MTH PERIOD	% of PROBLEM GAMBLING CALLS
64	67.37%	892	61.94%
5	5.26%	131	9.10%
17	17.89%	195	13.54%
6	6.32%	74	5.14%
3	3.16%	148	10.28%
<b>95</b>	<b>100.00%</b>	<b>1440</b>	<b>100.00%</b>

33	34.74%	764	53.06%
62	65.26%	676	46.94%
<b>95</b>	<b>100.00%</b>	<b>1440</b>	<b>100.00%</b>

**FAMILY PROGRAMME REFERRALS - COUNSELLING  
PROGRAMME**

Counselling  
Intervention Planning

**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 JULY 2007 - SEPT 2007		TOTAL OVER 88 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
59	16.03%	1,098	13.40%
49	13.32%	1,506	18.38%
27	7.34%	549	6.70%
14	3.80%	273	3.33%
188	51.09%	3,999	48.81%
8	2.17%	98	1.20%
5	1.36%	113	1.38%
16	4.35%	252	3.08%
1	0.27%	59	0.72%
0	0.00%	4	0.05%
1	0.27%	3	0.04%
0	0.00%	8	0.10%
0	0.00%	3	0.04%
0	0.00%	117	1.43%
0	0.00%	111	1.35%
<b>368</b>	<b>100.00%</b>	<b>8193</b>	<b>100.00%</b>

	FOR THE QUARTER JULY 2007 - SEPT 2007		TOTAL OVER 88 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
<b>MARITAL STATUS:</b>				
Married	210	57.07%	4,641	56.65%
Divorced	29	7.88%	897	10.95%
Single	116	31.52%	2,197	26.82%
Widowed	8	2.17%	228	2.78%
Separated	5	1.36%	94	1.15%
Unknown	0	0.00%	136	1.66%
	<b>368</b>	<b>100.00%</b>	<b>8193</b>	<b>100.00%</b>
<b>SEX:</b>				
Male	212	57.61%	4,810	58.71%
Female	156	42.39%	3,308	40.38%
Unknown	0	0.00%	75	0.92%
	<b>368</b>	<b>100.00%</b>	<b>8193</b>	<b>100.00%</b>
<b>AGE:</b>				
20	2	0.54%	257	3.14%
20 - 40	190	51.63%	3,954	48.26%
40+	173	47.01%	3,111	37.97%
Unknown	3	0.82%	871	10.63%
	<b>368</b>	<b>100.00%</b>	<b>8193</b>	<b>100.00%</b>
<b>LANGUAGE PREFERENCE:</b>				
English	274	74.46%	6,014	73.40%
Afrikaans	52	14.13%	1,195	14.59%
Vernacular	38	10.33%	809	9.87%
Unknown	4	1.09%	175	2.14%
	<b>368</b>	<b>100.00%</b>	<b>8193</b>	<b>100.00%</b>
<b>EMPLOYMENT:</b>				
Employed	213	57.88%	5,152	62.88%
Unemployed	39	10.60%	1,154	14.09%
Optionally unemployed (eg housewife)	12	3.26%	140	1.71%
Part-time / Temp	16	4.35%	292	3.56%
Self-employed	65	17.66%	894	10.91%
Retired	8	2.17%	31	0.38%
Pensioner	9	2.45%	198	2.42%
Dependant	3	0.82%	79	0.96%
Unknown	3	0.82%	253	3.09%
	<b>368</b>	<b>100.00%</b>	<b>8193</b>	<b>100.00%</b>
<b>RELATED PROBLEMS:</b>				
Previous Gambling Treatment	29	7.88%	571	6.97%
Alcohol / Drug Problem	41	11.14%	624	7.62%
Other Psychiatric Problems	40	10.87%	839	10.24%
Suicidal Ideation	105	28.53%	1,099	13.41%
Gamblers Anon Attendance	23	6.25%	298	3.64%
Casino Exclusions	66	17.93%	603	7.36%
Criminality	36	9.78%	747	9.12%

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

FOR THE QUARTER JULY 2007 - SEPT 2007		TOTAL OVER 88 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS
203	55.16%	4,493	54.84%
6	1.63%	52	0.63%
68	18.48%	1,709	20.86%
6	1.63%	284	3.47%
0	0.00%	47	0.57%
0	0.00%	3	0.04%
9	2.45%	31	0.38%
0	0.00%	6	0.07%
11	2.99%	108	1.32%
3	0.82%	93	1.14%
7	1.90%	124	1.51%
55	14.95%	933	11.39%
0	0.00%	310	3.78%
<b>368</b>	<b>100.00%</b>	<b>8193</b>	<b>100.00%</b>

**SOURCE OF COUNSELLING LINE NO**

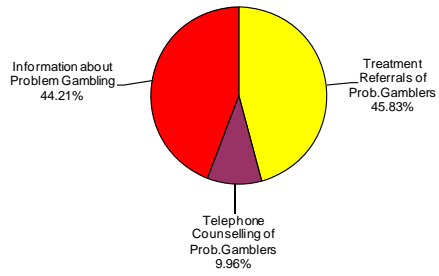
Press Coverage & Media  
 Via Collateral in gambling venues  
 Via Staff in gambling venues  
 Gamblers Anonymous  
 NRGP Website  
 Gambling Board  
 Can't recall  
 More than one

123	33.42%	<b>3,445</b>	<b>42.05%</b>
192	52.17%	3,434	41.91%
4	1.09%	170	2.07%
10	2.72%	145	1.77%
16	4.35%	122	1.49%
1	0.27%	28	0.34%
6	1.63%	711	8.68%
16	4.35%	138	1.68%
<b>368</b>	<b>100.00%</b>	<b>8193</b>	<b>100.00%</b>

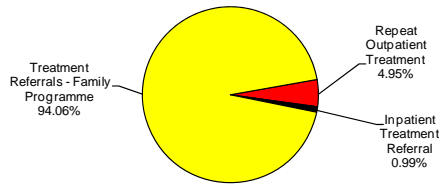
**NATIONAL OUTPATIENT TREATMENT STATISTICS**

	FOR THE QUARTER JULY 2007 - SEPT 2007		TOTAL OVER 88 MTH PERIOD	% of PROBLEM GAMBLING REFERRAL CALLS	
No of spouses currently in treatment	25		25		From Sept 03
<b>REFERRAL DATA:</b>					
Patients referred for out-patient treatment	418		7,701		
Total first appointments made	326	77.99%	5,632	73.13%	% OF PATIENTS DIRECTED FOR TREATMENT
Total first appointments met ie patient actually arrived	294	90.18%	4,698	83.42%	% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
<b>TREATMENT DATA:</b>					
Patients currently in treatment	146		146		
Treatment dropouts	80	27.21%	1,499	31.91%	% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
No of patients completing all 6 sessions	118	40.14%	2,166	46.10%	% OF PATIENTS WHO MADE APPOINTS AND ARRIVED FOR 1ST APPOINTMENT
No of patients arriving for follow-up session (the 7th)	55	46.61%	1,277	58.96%	% PATIENTS WHO COMPLETED THE PROGRAMME & ARRIVED FOR THE 7TH FOLLOW UP SESSION 3 MTHS AFTER COMPLETING TREATMENT

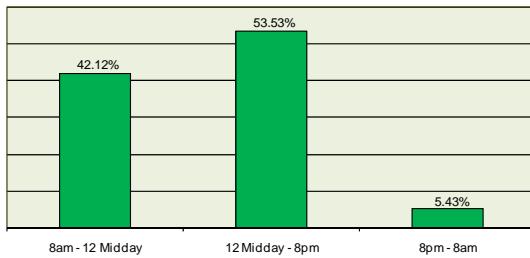
**PROBLEM GAMBLING CALLS**  
for the quarter July 2007 - Sept 2007



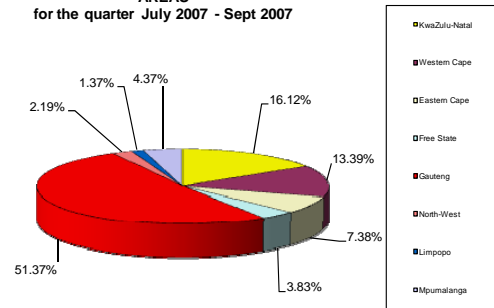
**OTHER PROBLEM GAMBLING REFERRALS**  
for the quarter July 2007 - Sept 2007



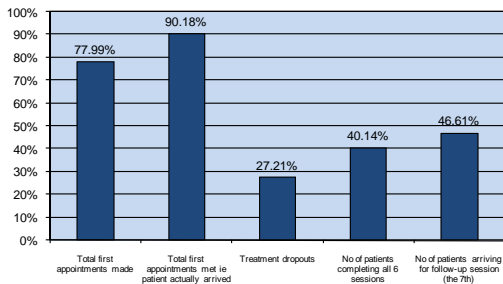
**TIME OF CALL**  
for the quarter July 2007 - Sept 2007



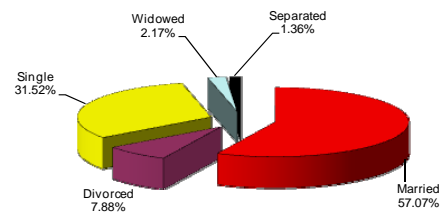
**AREAS**  
for the quarter July 2007 - Sept 2007



**NATIONAL OUTPATIENT TREATMENT STATISTICS**  
for the quarter July 2007 - Sept 2007

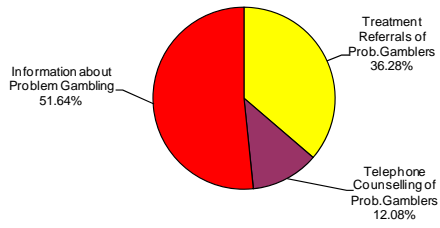


**MARITAL STATUS**  
for the quarter July 2007 - Sept 2007

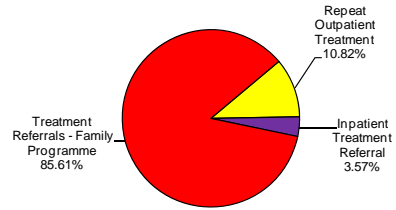




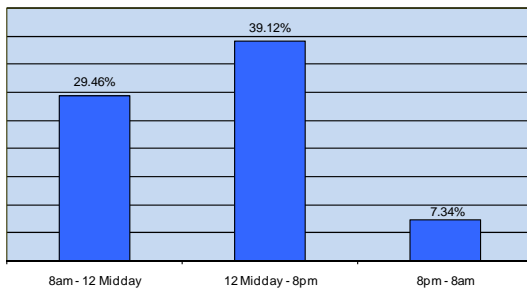
**PROBLEM GAMBLING CALLS**  
since inception to Sept 2007



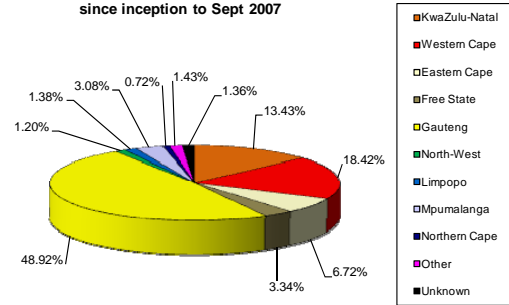
**OTHER PROBLEM GAMBLING REFERRALS**  
since inception to Sept 2007



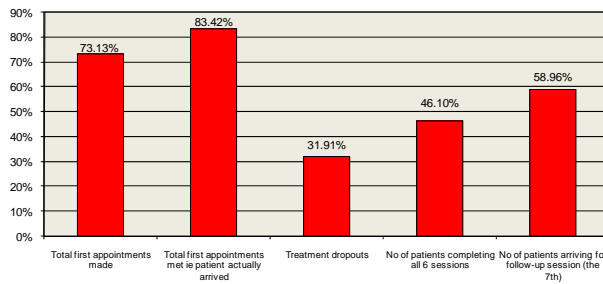
**TIME OF CALL**  
since inception to Sept 2007



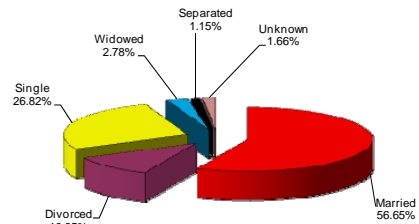
**AREAS**  
since inception to Sept 2007



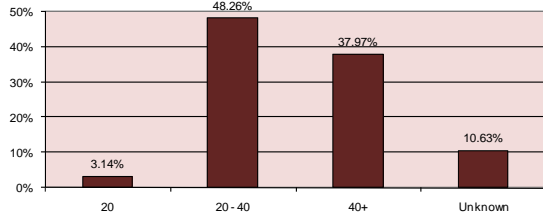
**NATIONAL OUTPATIENT TREATMENT STATISTICS**  
since inception to Sept 2007



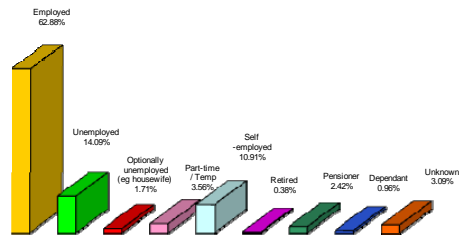
**MARITAL STATUS**  
since inception to Sept 2007



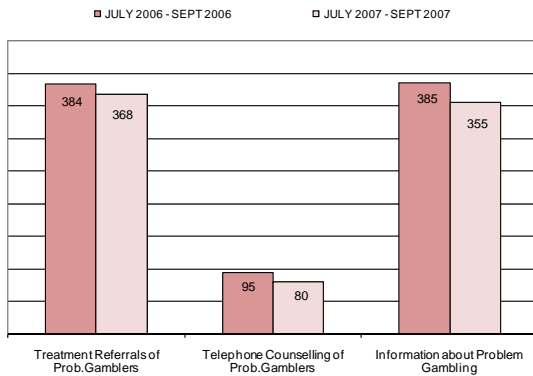
**AGE**  
since inception to Sept 2007



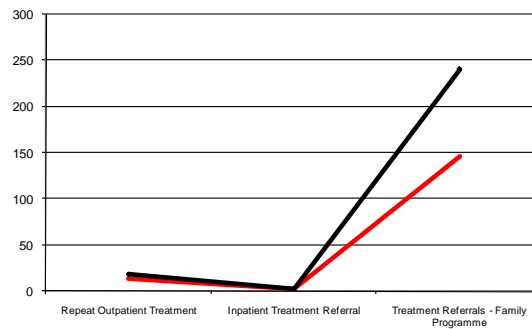
**EMPLOYMENT**  
since inception to Sept 2007



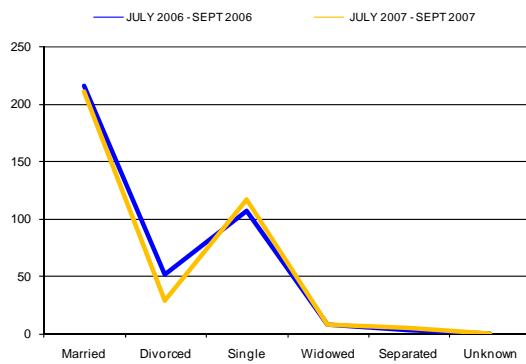
**PROBLEM GAMBLING CALLS**  
Comparison July - Sept 06 to July 07- Sept 07



**OTHER PROBLEM GAMBLING REFERRALS**  
Comparison July - Sept 06 to July - Sept 07



**MARITAL STATUS**  
Comparison July - Sept 06 to July - Sept 07



**NATIONAL OUTPATIENT TREATMENT**  
Comparisons July - Sept 06 to July - Sept 07

