

SINGAPORE  
PROBLEM  
GAMBLING  
CONFERENCE 2009

Plenary I

**Measures/Initiatives to  
Address Problem Gambling**

Presentation by



17 August 2009

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**National Framework to Address Problem Gambling**

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**National Council on Problem Gambling**

**Structure**

**Public  
Education &  
Awareness**

**Intervention  
Programmes**

**Responsible  
Gambling**

# National Framework to Address Problem Gambling

## NCPG

Independent,  
people-sector  
advisory body to  
government

## Public Education

Raise awareness of  
problem gambling &  
help services

Promote help seeking

## Counselling & Support Services in Community

Accessible help for  
affected persons/families

## Professional Medical Treatment

**National Addictions  
Management Service**  
Specialised treatment for  
pathological gambling &  
co-morbid conditions

## Regulation & Enforcement of Gambling Industry

**Ministry of Home Affairs**  
Regulation of industry

**NCPG**  
Engage industry to develop  
responsible gambling  
practices

## Research

On gambling/problem gambling

Provide scientific basis for  
policies for treatment &  
prevention

# National Council on Problem Gambling (NCPG) Structure



-Chairman, NCPG  
-Mr Lim Hock San

- Independent Council  
that comprised 20  
members

-NCPG was appointed in  
Aug 05

- 6 Sub-Committees

**Public  
Communications**



**Youth**



**Public  
Consultation**



**Services**



**Research**



**Responsible  
Gambling**



## Key Messages

Problem gambling is **harmful**

Seek **help** if you or your loved ones are affected

## Media Activities

TV

Radio

Digital

Print



## Outreach Programmes

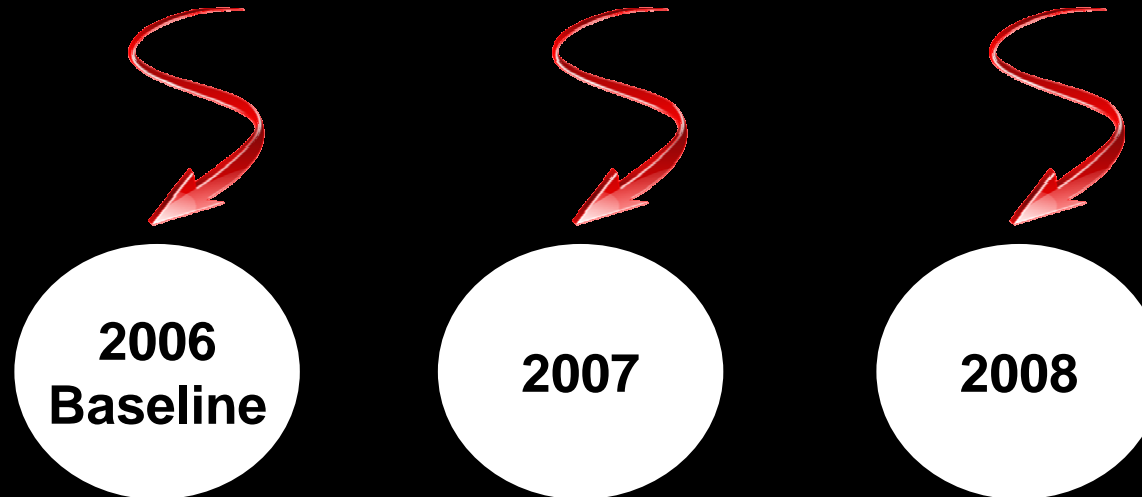
Community Groups

Educational Institutions

Corporations



### Perceptions and Attitudes Towards Gambling Issues in Singapore



**Track changes** in perceptions and attitudes on gambling issues in Singapore

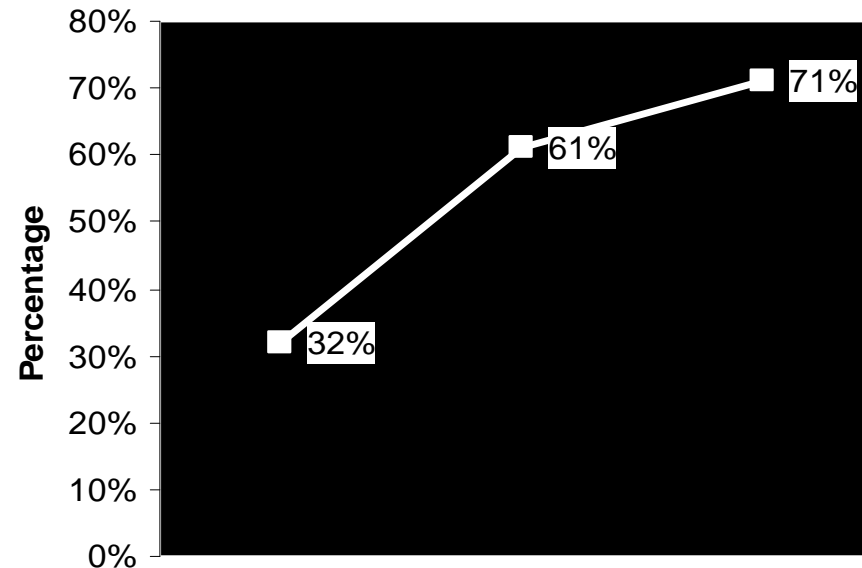
**Assess** level of awareness of problem gambling and help services

**Guide** NCPG's public education and public awareness initiatives on problem gambling

## Awareness of Problem Gambling and Help Services

**Majority able to explain “problem gambling”  
by describing one or more of the signs.**

**Understanding problem gambling signs**



Source: 2007 NCPG Survey on Perceptions & Attitudes Towards  
Gambling Issues in Singapore, p. 19;  
AC Nielsen, 2009. p. 32.

## Awareness of Problem Gambling and Help Services

### Awareness of NCPG Advertisement and Hotline



Get help now

**Call 1800 6 668 668**

Awareness of existence of NCPG Hotline:

**35%**

Source: AC Nielsen, 2009. p. 42.

Awareness of NCPG advertisement: **84%**

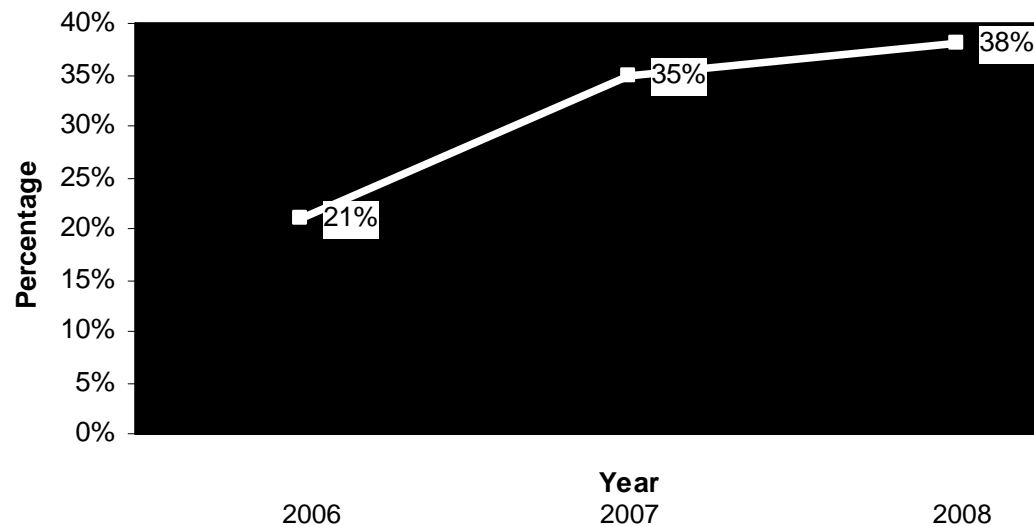
**(Aided)**

Source: AC Nielsen, 2009, p. 58

# Awareness of Problem Gambling and Help Services

## Awareness and Perception of NCPG

### Awareness



### Perception

**Serious in helping  
Problem gamblers/families**

**Proactive**

**Credible**

Source: 2007 NCPG Survey on Perceptions and Attitudes Towards Gambling Issues, p. 20; AC Nielsen, 2009. p. 38

## Awareness of Problem Gambling and Help Services

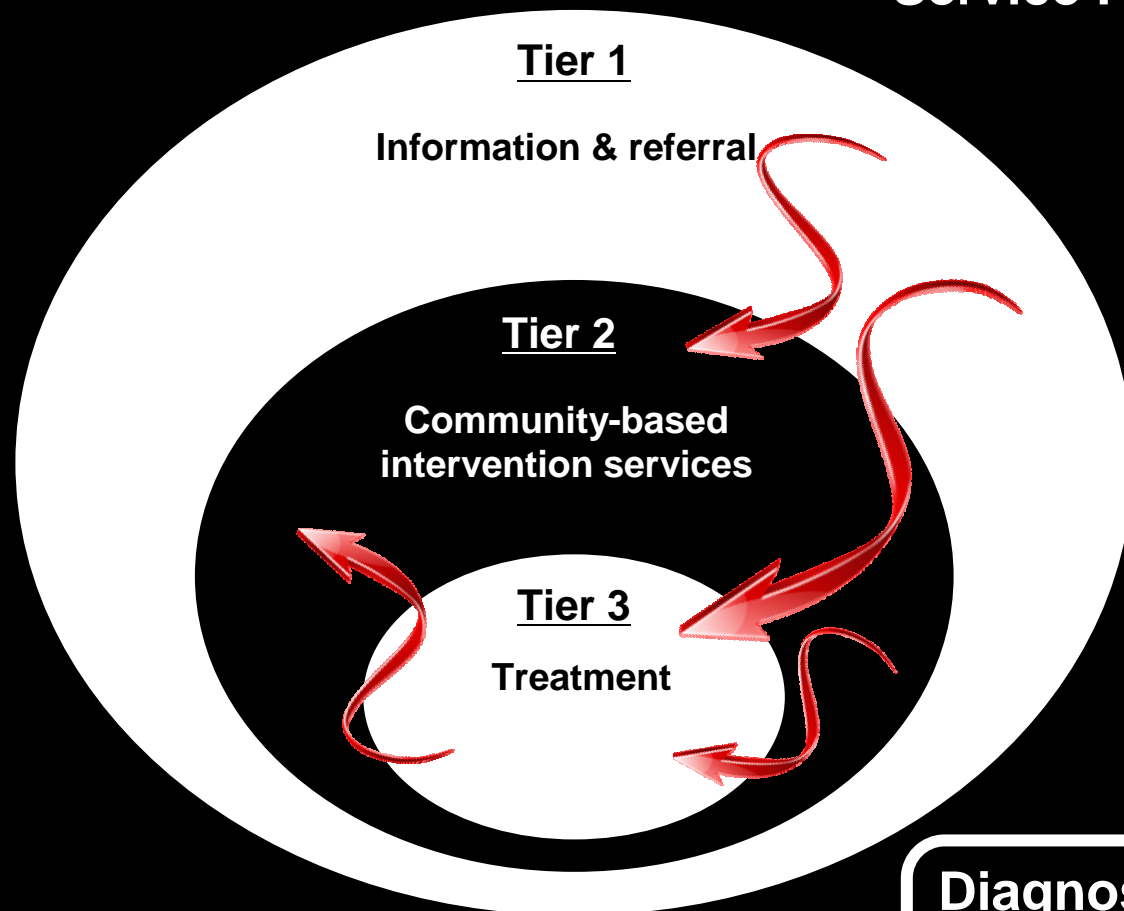
### Perception about Problem Gambling

Gambling can be **very addictive**,  
but can be **effectively treated**

**Loved ones** are important in overcoming addiction

Better not to tell others about gambling problem

## Service Framework:



**National Problem  
Gambling Helpline**

**Counselling: Problem  
Gamblers and their  
Families**  
**Debt counselling**

**Diagnosis and Treatment of  
Probable Pathological  
Gamblers**

### Train-the-Trainers Workshop

- Dr. Jeffrey L. Derevensky from 15 to 16 Aug 09
- Training selected practitioners working with youths
- Topics of the Workshop includes a) Compulsive Gambling, b) Preventing Adolescent Gambling Problems, c) Treatment Implications for Adolescent Gambling, d) Treatment Interventions with Adolescents and Family Members and e) Clinical Case Sharing

### Youth Cause Champions Programme

- SMU's Recreational Gaming Club from 2009 to 30 Jan 2010
- SMU Champions to spread message on dangers of problem gambling.
- Roadshows at NUS, NTU, SMU and polytechnics
- Montage of pledges collected during the roadshows
- Interactive video contest and alternative gaming events (e.g. inline skating)

## Casino Exclusions

### Awareness of Casino Exclusion Orders

#### Types of Exclusion

**Family Exclusion**

(Started on 1 Apr 09)

**Self-exclusion**

**Third-party Exclusion**

#### Awareness

**47%** would apply for casino exclusion orders if their family members face gambling problems.

**But** only as a last resort.

Source: 2007 NCPG Survey on Perceptions and Attitudes towards Gambling in Singapore, p. 24

**NCPG  
RG  
Code of  
Practice**

Voluntary code to promote responsible gambling practices in gambling industry

**Desired  
Outcomes**

Individuals, community and gambling industry have common vision and shared understanding of responsible gambling practices

Gambling products and services are provided in a responsible manner

Customers make informed decisions about their gambling

Harm, as a result of gambling to individuals and community is minimised

People adversely affected by gambling have access to timely and appropriate assistance and information

## Components of NCPG RG Code

### **Provision of Information**

Potential risks associated with gambling, helpline numbers, odds of winning, nature of games and games rules

### **Interaction with Customers and Community**

NCPG endorsed training on responsible gambling

NCPG referral protocol to refer problem gamblers to help services

### **Advertising and Promotions**

Where allowed, advertisements should not promote gambling, be instructional, misleading or give persons the impression that gambling is an acceptable way to make money

Advertisements should not be targeted at young or vulnerable groups

## RG Code implementation

### Training

To equip staff who interact directly with patrons to become information providers.

#### Trainer

National Addiction Management Service (NAMS), IMH.

#### Content

- a Assistance available for problem gamblers
- b Customer approach skills
- c Rapport-building skills

#### Reach

Increased from 120 in 2008 to 822 in Jul 2009

### Annual Reporting of Key Indicators

No. of Trained Staff	No. referred to help services
	No. given information on help services
No. of Trained Management	No. of self-exclusion applications

### 16 Adopters

- Singapore Pools (\*)
- Singapore Turf Club (\*)
- Jurong Town Corporation Recreation Club
- HomeTeamNS
- Singapore Polytechnic Graduates' Guild
- NTUC Club
- The Grassroots' Club
- Club Housing Development Board
- Ministry of National Development Recreation Club
- Senior Police Officers' Mess
- The People's Association Staff Club
- Nanyang Technological University Alumni Club
- SAFRA Club
- Singapore Police Co-operative Club
- Civil Service Club
- Clubhouse for Police Officers (JOM)

(\*): No jackpot machines.

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Thank You.