



28 November 2024

MEDIA RELEASE

OVERALL GAMBLING AND PROBLEM GAMBLING SITUATION REMAINS STABLE AND UNDER CONTROL

The National Council on Problem Gambling (NCPG) has released its 2023 Report on Survey on Participation in Gambling Activities among Singapore Residents. The report highlights key trends on the extent and pattern of gambling, as well as the prevalence of problem gambling among adult residents in Singapore. Findings from the 2017 and 2020 surveys are also included to provide additional context to the 2023 survey findings.

2. **Overall, the gambling and problem gambling situation has remained stable and under control.** This is indicative that our social safeguards are effective. The key trends are as follows:

- a) **Decrease in overall gambling participation rate.** The overall gambling participation rate among Singapore residents aged 18 years and above was 40% in the 2023 survey, a decrease from 52% in the 2017 survey and 44% in the 2020 survey.
- b) **Probable pathological and problem gambling (PPG) rate continued to remain low and stable at around 1.1%¹.** Specifically, the probable pathological² and problem gambling rates were 0.2% and 1.0% respectively, both of which were similar to the 2017 and 2020 surveys.
- c) **The most popular types of gambling activities continued to be 4D and TOTO,** similar to the 2017 and 2020 surveys. The 2023 survey found that 4D was the most popular gambling activity (30% of respondents), followed by TOTO (29% of respondents). There was a slight increase (0.7%-point from 0.3%

¹ All reported figures were rounded to 1 decimal point. As such, the probable pathological (0.2%) and problem (1.0%) gambling rates reported will not sum up to the overall figure (1.1%) due to rounding.

² Pathological gambling indicates a more severe addiction compared to problem gambling. Refer to Annex A for the full definitions of probable pathological and problem gambling.

in the 2020 survey to 1.0% in the 2023 survey) in illegal online gambling, which aligns with rising global trends. We will continue to monitor this closely.

- d) **Majority bet less than once a week**, similar to the 2017 and 2020 surveys. The 2023 survey found that 69% of gamblers bet less than once a week (38% less than once a month and 31% less than once a week), while the remaining 31% bet once or more than once a week.
- e) **Majority of gamblers continued to bet through legal channels**, similar to the 2017 and 2020 surveys. The 2023 survey found that 92% of gamblers bet via Singapore Pools, which has safeguards in place.

Prevention of Problem Gambling Remains NCPG's Priority

3. While the overall situation is stable, problem gambling remains a priority for the NCPG.

4. Mr Sim Gim Guan, Chairman of the NCPG, said: "The NCPG has been working closely with the government and partner agencies to prevent and tackle problem gambling, as well as supporting individuals with problem gambling issues. It is heartening that our efforts have contributed towards maintaining Singapore's low problem gambling rate. We will need to continue to work together, as the harms of problem gambling can be serious and it affects not just the problem gambler, but also the people around the individual."

5. Mr Masagos Zulkifli, Minister for Social and Family Development, said: "The decrease in the overall gambling participation rate of Singapore residents, coupled with the low problem gambling rate, indicates that our social safeguards continue to be effective. MSF will continue to work closely with NCPG and other agencies to review our social safeguards and rehabilitation services, ensuring they remain relevant and effective. The community also plays a crucial role by encouraging those affected by problem gambling to seek help and supporting them throughout their recovery journey."

6. NCPG's partners that run programmes for problem gamblers added: "We are glad that the government remains committed to investing resources in preventive education on the dangers of problem gambling, reviewing social safeguards, and enhancing rehabilitation services. Even as the overall situation remains under control, we are seeing more young people stepping forward to seek help. This is a good sign. We are committed to continuing our collaboration with the NCPG and the government to support problem gamblers and their families through counselling and recovery support services."

7. Individuals or families who need help can call the NCPG Helpline at 1800-6-668-668 or use the Webchat service at www.ncpg.org.sg.

About the National Council on Problem Gambling (NCPG)

The NCPG was appointed in August 2005 as part of Singapore's national framework to address problem gambling and is now into its tenth term (2023 - 2025). The Council is committed to address problem gambling in Singapore, across all forms of gambling, through public education and responsible gambling programmes, and the provision of help services. NCPG also administers Exclusions and Visit Limits for those who are affected by or who are vulnerable to problem gambling. Those who wish to seek help may call the National Problem Gambling Helpline at 1800-6-668-668 or use the WebChat service at www.ncpg.org.sg.

Annex A – Frequently Asked Questions

Annex B – Translation of Key Terms

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Frequently Asked Questions

1. What is probable pathological and problem gambling?

Pathological and problem gambling are forms of gambling disorders defined using the DSM-V³ diagnostic criteria, which is typically assessed by a professional. As the DSM-V results for the Survey on Participation in Gambling Activities are not based on a clinical assessment but rather on self-reported behaviour, the report uses the term 'probable' pathological and problem gambling.

Pathological gambling refers to a more severe form of gambling disorder than problem gambling. It involves a pattern of excessive and destructive gambling behaviour. A person with a score of at least 4 out of 9 on the DSM-V scale is considered a probable pathological gambler.

Problem gambling refers to a form of gambling disorder which results in a wide range of adverse consequences as a result of gambling, but is a less severe form of gambling addiction than pathological gambling (score of 2 – 3 out of 9 on the DSM-V scale).

2. What are the social safeguards taken by the Government to help problem gamblers manage their gambling?

The Government has put in place a broad suite of social safeguards for gambling, such as the exclusion and visit limit regime, casino entry levy, and minimum age requirements. These safeguards are to limit locals' access to gambling services, help gamblers manage their betting amounts, restrict gambling operators' advertising and promotions, and having gambling operators implement responsible gambling measures.

Please refer to NCPG's website for more information on the exclusion and visit limit regime.

3. What are the help services available for individuals and families affected by problem gambling?

A comprehensive suite of help services is available for problem gamblers and their families.

³ This refers to the Diagnostic and Statistical Manual of Mental Disorders, fifth edition (DSM-V) developed by the American Psychiatric Association (APA).

NCPG has a National Problem Gambling Helpline at 1800-6-668-668 and Webchat service (accessible via the NCPG website) for individuals impacted by gambling directly or indirectly. Individuals may seek advice and e-Counselling anonymously or request for face-to-face counselling with NCPG’s appointed agency, The Resilienz Clinic. Since 2020, NCPG has also been working closely with Social Service Agencies (SSAs) to provide comprehensive support to individuals struggling with gambling addiction:

- Adullam Life Counselling
- Blessed Grace Social Services
- The Silver Lining Community Services
- WE Care Community Services
- One Hope Centre

These SSAs offer services that complement NCPG's helpline/webchat, such as gambling support groups, counselling, and therapy sessions. They also provide direct assistance with debt management and actively engage with problem gamblers in a community-based setting.

4. How many help-seekers approached NCPG over the last 3 years?

NCPG has seen an average of around 11,000 help-seekers per annum (non-unique as individuals may have sought help via multiple channels) over the last 3 years (2021 – 2023).

Year	2021	2022	2023
No. of clients who received counselling⁴	769	887	854
No. of Helpline calls	8,425	8,642	7,654
No. of webchat queries	1,381	1,746	4,808

5. Can the NCPG share the reason for not publishing some of the findings or breakdowns that were published in earlier versions of the Report on Survey on Participation in Gambling Activities?

We have reviewed and streamlined the report to highlight key findings with higher incidence rates (e.g., most popular gambling product, most commonly used channel), which continues to provide an overview of the gambling situation in Singapore. Exceptions were made for online gambling, in view of global trends, as




⁴ This figure comprises individuals who received counselling on problem gambling at the National Addictions Management Services (NAMS) and NCPG’s appointed Agency, The Resilienz Clinic.





well as probable pathological and problem gambling, which serve as an important indicator of problem gambling behaviour in Singapore.

ANNEX B**Translation of Key Terms**

English	Chinese	Malay	Tamil
National Council on Problem Gambling	全国预防嗜赌理事會	Majlis Kebangsaan Terhadap Masalah Perjudian	சூதாட்டப் பிரச்சினை பற்றிய தேசிய மன்றம்
Gambling Participation Survey	賭博活動調查報告	Tinjauan Pernyataan Perjudian	சூதாட்டப் பங்கேற்பு கணக்கெடுப்பின்
National Problem Gambling Helpline	全国预防嗜赌援助专线和网站聊天室	Talian Bantuan Masalah Perjudian Kebangsaan	சூதாட்டப் பிரச்சினைக்கான தேசிய உதவித் தொலைபேசிச் சேவை

List of agencies providing problem gambling help services

Name of Agency	About the Agency
<p>The Resilienz Clinic (NCPG's Appointed Agency)</p> 	<p>The Resilienz Clinic is a mental health clinic that provides assessment, counselling services and psychiatric services to a wide range of psychological conditions, including gambling addiction.</p> <p>Address: 10 Sinaran Drive, #10-03 Novena Medical Centre Singapore 307506 Tel: 6397 7300 Email: appointment@resilienz.com.sg Website: https://resilienz.com.sg/</p>
<p>Adullam Life Counselling</p> 	<p>Adullam Life Counselling runs programmes that endeavour to assist problem gamblers regain control of their lives through group support including forming communities, debt education, and practical help and applications to resolve their debt situation so that the individuals, including their families, could get out of the stranglehold of debts.</p> <p>Address: 151 Chin Swee Road, #08-04 Manhattan House, Singapore 169876 Tel: 6659 7844 / 9423 8832 Email: admin@adullam.org.sg Website: https://adullam.org.sg/</p>
<p>Blessed Grace Social Services</p> 	<p>Blessed Grace Social Services assists individuals and affected family members facing problems due to gambling. Together with those in recovery, the Centre provides guidance and support to help people break free from their gambling addiction. Services include debt management and weekly support groups.</p> <p>Address: 18 Arumugam Road, #05-01 Antioch@MacPherson, Singapore 409962 Tel: 8428 6377 Email: info@blessedgrace.org Website: https://www.bgss.org.sg/</p>
<p>One Hope Centre</p>	<p>One Hope Centre provides professional counselling services and support programmes to individuals and families affected by gambling addiction and other addictive behaviours.</p>

	<p>Address: 8 New Industrial Road, #04-04B, LHK3 Building, Singapore 536200 Tel: 6547 1011 Email: help@onehopecentre.org Website: https://www.onehopecentre.org/</p>
<p>The Silver Lining Community Services</p> 	<p>The Silver Lining provides problem gambling rehabilitation, debt management counselling, and crisis intervention for affected persons and their family members. Help seekers will find support and empowerment to handle issues like gambling addiction and related debt problems with legal and illegal moneylenders.</p> <p>Address: 22 New Industrial Road, #07-03/04 PRIMAX Building, Singapore 536208 Tel: 6749 0400 Email: admin@silverlining.com.sg Website: http://www.silverlining.com.sg/</p>
<p>WE CARE Community Services</p> 	<p>WE CARE provides treatment and support for persons and families affected by addiction. For gambling issues, it offers the GRIP (Gambling Recovery and Intervention Programme) treatment. Counselling therapy is conducted by trained professional addiction specialists. A hub for several recovery support groups, WE CARE hosts the Gamblers Anonymous group meetings.</p> <p>Address: 11 Jalan Ubi, Block S, #01-41 Kembangan-Chai Chee Community Hub, Singapore 409074 Tel: 3165 8017 Email: admin@wecare.org.sg / help@wecare.org.sg Website: https://www.wecare.org.sg/</p>
<p>National Addictions Management Service (NAMS) at the Institute of Mental Health</p> 	<p>NAMS offers comprehensive assessment and treatment to help individuals overcome gambling addiction and regain control of their lives.</p> <p>Address: Block 9, Level 1, 10 Buangkok View 10 Buangkok View, Buangkok Green, Medical Park, 539747 IMH Mental Health Helpline: 6389 2222 Website: https://www.nams.sg/</p>