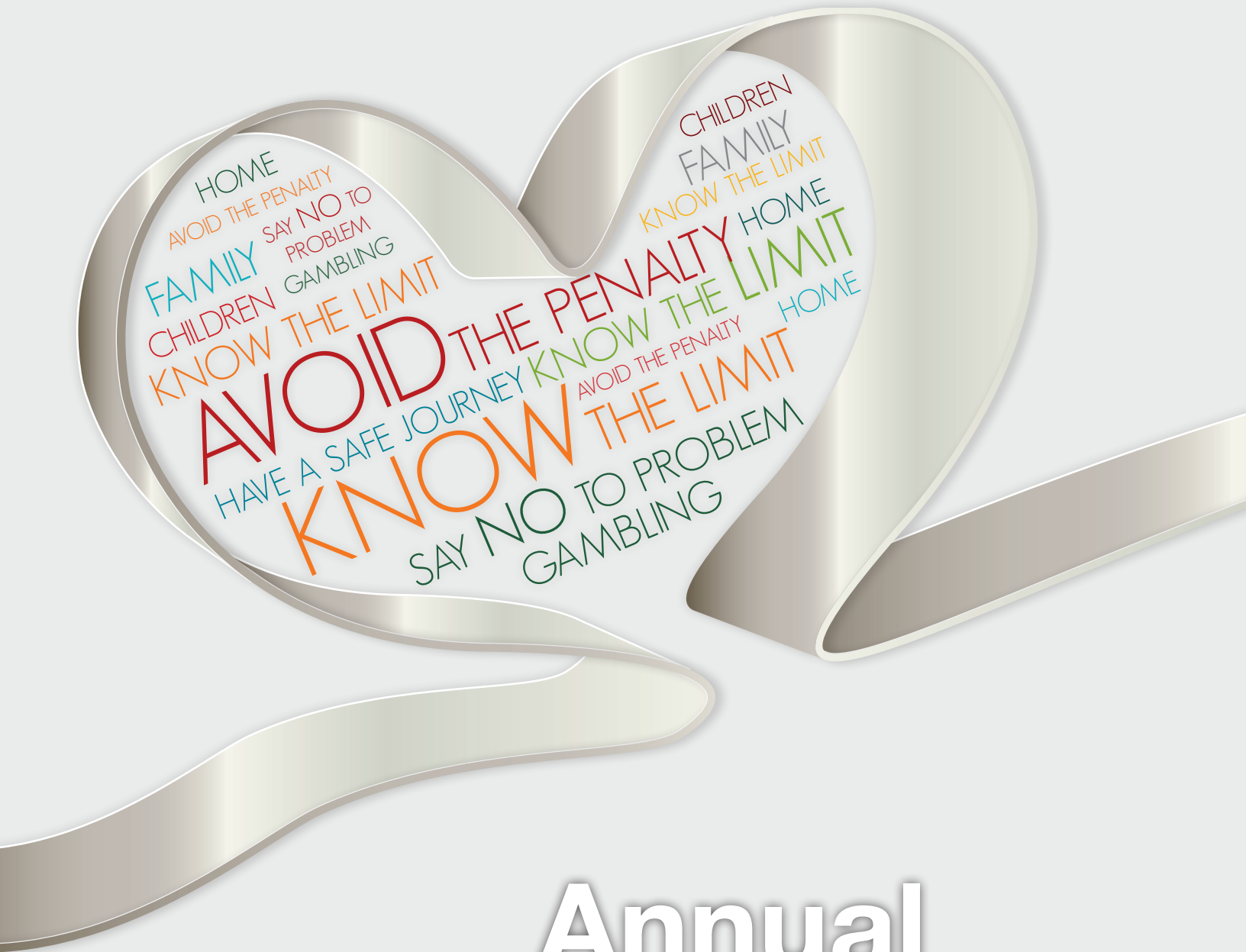


KNOW THE LINE



Annual
Report 2013



The National Council on Problem Gambling (NCPG) was appointed in August 2005 by the then Ministry for Community Development, Youth and Sports (MCYS), as part of Singapore's national framework to address problem gambling.

The NCPG is a council comprising 13 members with expertise in areas such as psychiatry and psychology, social services, rehabilitative services, counselling, legal services and religious services. The Council's first two-year term began on 31 August 2005 and it is now in its fifth term.

The Council's main roles are to:

- Provide advice and feedback to the Ministry of Social and Family Development (MSF) on social concerns related to gambling, gambling problems and problem gambling.
- Support and implement effective programmes with regard to:
 - Public education on problem gambling;
 - Public communication and consultation of stakeholders on gambling related issues;
 - Responsible gambling practices of legalised gambling operators;
 - Research on problem gambling; and
 - Prevention and treatment services for problem gamblers and their families.
- Execute casino exclusions and visit limits in accordance with the Casino Control Act and within prevailing policies on casino social safeguards.

MSF provides Secretariat support to the Council.

OUR MISSION

Working with the community to reduce the impact of problem gambling on individuals, families and society.

CONTACT US

NCPG Secretariat
 c/o Ministry of Social and Family Development (MSF)
 510 Thomson Road
 #05-01 SLF Building, Singapore 298135
 Tel: 6354 8154
 Fax: 6354 2191
 Email: admin@ncpg.org.sg

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THE YEAR IN REVIEW

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The years 2011 to 2013 have been an exciting period for the Council. This fourth term marked several milestones, the most significant of which was the amendments to the Casino Control Act in Nov 2012. The amendments provided for calibrated social safeguards measures and stronger Responsible Gambling requirements for casino gambling.

With the legislative amendments, NCPG is required to issue Provisional Family Exclusion Orders and Casino Visit Limits. These are the latest measures to protect Singaporeans from the downside of casino gambling.

The Provisional Family Exclusion Order was suggested during one of NCPG's regular public consultation sessions. We welcome the improvement as the Provisional Family Exclusion Order will prevent a gambler from entering the casino pending the outcome of the application. With the introduction of Casino Visit Limits since June 2013, NCPG can now track financially vulnerable patrons who visit the casinos frequently, and impose monthly visit limits.

The Council organised the 3rd Singapore Problem Gambling Conference, which brought together some 200 community partners, practitioners and stakeholders, who exchanged views on how to tackle the negative consequences of gambling within the family and society. The International Advisory Panel also met to review the Council's direction, progress, international developments and made useful suggestions.

The Council continued its efforts to help problem gamblers and their families through assistance services, public education and outreach efforts. A new initiative - Legal and Financial Advisory Services (LFAS), was introduced for affected family members of problem gamblers to obtain relevant financial and legal assistance.



A "Problem Gambling Intervention Certificate" programme was also set-up to equip social workers and counsellors with the necessary skills and expertise to handle gambling-related cases in the community.

MSF launched a Responsible Gambling Forum comprising members from the community and gambling industry to forge mutual understanding and foster Responsible Gambling measures in the middle of 2013.

We continue to strengthen our working relationship with our partners such as the National Addictions Management Service (NAMS), Thye Hua Kwan Problem Gambling Recovery Centre and YAH! Community College, and foster new relationships with others such as Lakeside Family Services to grow our network of community partners to better support services available to problem gamblers and their families.

I take this opportunity to thank my fellow Council members, community partners, stakeholders and MSF for their continued support to address the harm of problem gambling in Singapore.

Mr Lim Hock San
Chairman



Mr Lim Hock San
Chairman

President & CEO, United Industrial Corporation Ltd



Mr Joachim Lee
Council member

Director, Tampines Family Service Centre



Mr Tan Kian Hoon
Chair, Responsible Gambling Sub-Committee

Managing Director, Suntec Real Estate Consultants Pte Ltd &
Chairman, National Crime Prevention Council



A/P Long Foo Yee, Fred
Council member

Adjunct Associate Professor, Division of Psychology,
School of Humanities and Social Sciences,
Nanyang Technological University



Mr Goh Joon Seng
Chair, Exclusions Sub-Committee

Consultant, Lee & Lee Advocates & Solicitors



Mr Ng Seng Liang
Council member

Training Consultant, Home Team School of Criminal
Investigation, Singapore Police Force



Dr Bibi Jan Mohd Ayyub
Council member

Past President, Singapore Malay Teachers' Union



Dr Andrew Peh Lai Huat
Council member

Senior Consultant, Department of Psychological Medicine,
Changi General Hospital



Dr Lim Yun Chin
Council member

Consultant Psychiatrist,
Raffles Counselling Centre, Raffles Hospital



Mr Gerald Singham
Council member

Partner, Rodyk & Davidson LLP



Professor David Chan
Council member

Lee Kuan Yew Fellow, Professor of Psychology &
Director, Behavioural Sciences Institute,
Singapore Management University



Mr Tan Thiam Lye
Council member

Chairman, Taoist Federation (Singapore)



Ven. Seck Kwang Ping
Council member

Secretary-General, Singapore Buddhist Federation

KEY MILESTONES

09/2012 to 08/2013

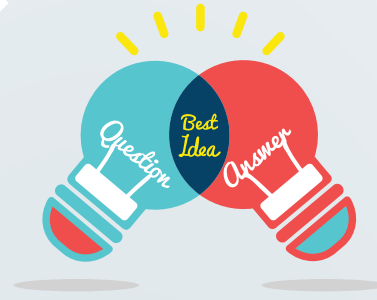
10/2012

The 3rd Singapore Problem Gambling Conference



11/2012

Amendments to the Casino Control Act



12/2012

Completion of pilot run of "Youth Gambling Prevention and Intervention Curriculum for School Counsellors"

01/2013

Introduction of Provisional Family Exclusion Orders

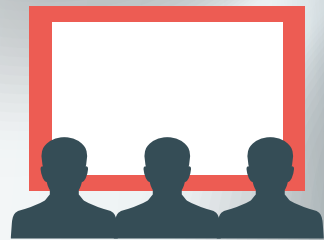


02/2013

Launch of "Protect Your Family. Stop Problem Gambling" campaign

06/2013

Formation of Responsible Gambling Forum



06/2013

Introduction of Casino Visit Limits



08/2013

Extension of Third-party Casino Exclusions to cover Legal Aid recipients

In the past year, NCPG continued to improve and expand existing social safeguards to better protect Singaporeans from the harm of problem gambling.

Active Casino Exclusions

As at 30 September 2013, there were **175,680 active casino exclusions**, out of which **130,556 were active self-exclusions**. **Foreigners contributed to more than 90% of the active self-exclusions**. There were **43,565 third-party exclusions**, arising from undischarged bankrupts and persons receiving financial assistance from the Government.

Family Exclusion Orders

In November 2012, the Casino Control Act was amended to give NCPG the power to issue provisional FEOs to prevent gamblers from entering the casinos in the interim pending the outcome of the application. This measure served to protect families from further harm that might be caused by the problem gambler. **Since it was implemented on 31 January 2013, 61 Provisional FEOs have been issued.**

Since Family Exclusion Orders (FEOs) were first made available on 1 April 2009 to empower family members to help problem gamblers within their families by excluding them from the casinos, **1,559 FEOs have been issued** as at 30 September 2013.

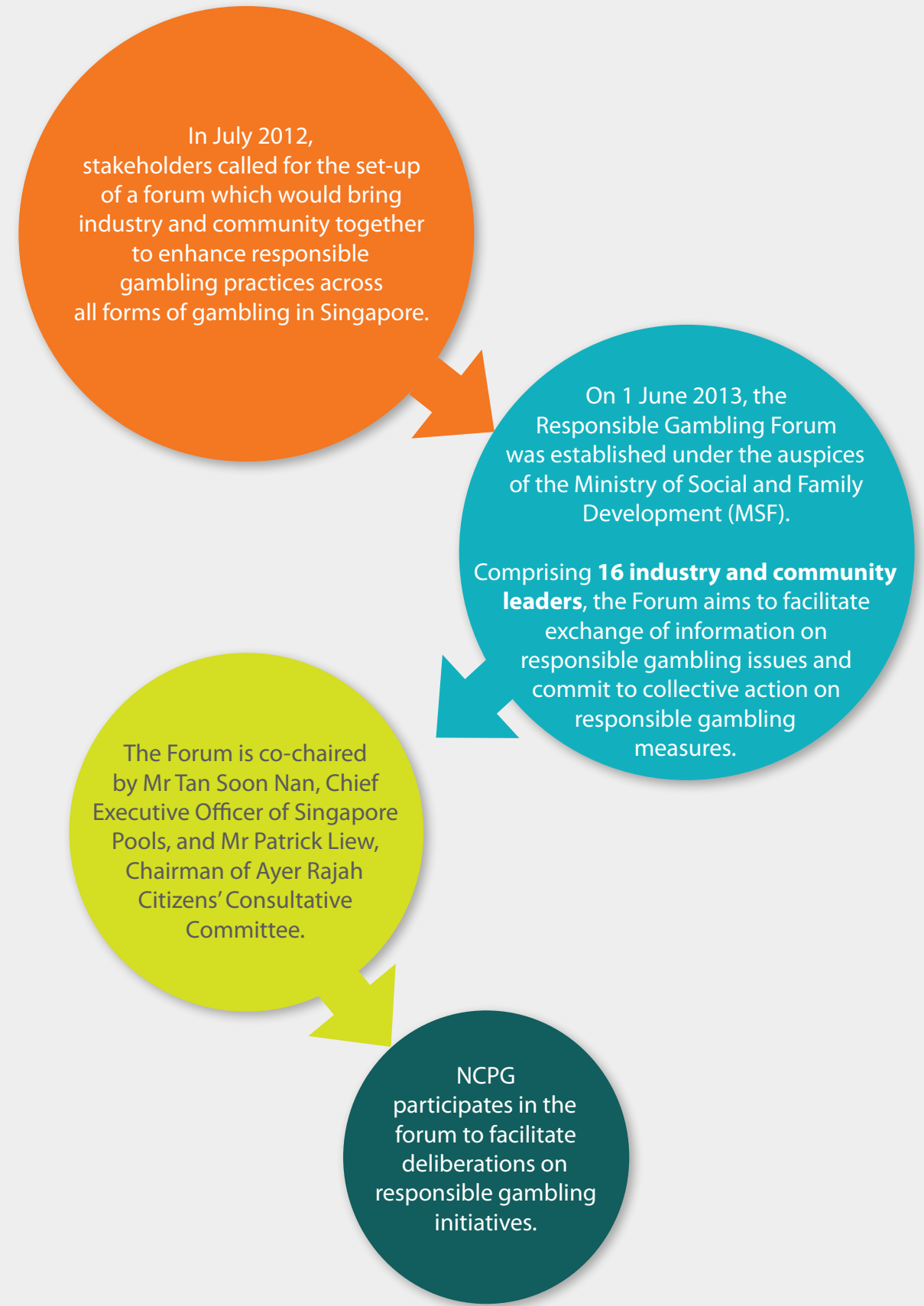
In August 2013, third-party casino exclusion was also extended to cover those receiving Legal Aid from the Legal Aid Bureau.

Casino Visit Limit

While the current exclusion measures were helpful, NCPG continued to develop new social safeguards to protect more people from the detrimental effects of gambling. **On 1 June 2013, the Casino Visit Limit was launched to protect the financially vulnerable from the harm of casino gambling.**

The Casino Visit Limit consists of three kinds of visit limit. The **Third Party Visit Limit** targets financially vulnerable locals who visit the casinos frequently, and if imposed on an individual, will set a cap on the number of times that individual may visit the local casinos each month. In more serious cases, a casino exclusion order may be imposed on him. Besides the Third Party Visit Limit, there are two more types of visit limits – **Voluntary Visit Limit** in which the gambler can apply to limit his/her own visits and **Family Visit Limit** which allows immediate family members to apply to limit a gambler's frequency of visits to the casinos.

CASINO EXCLUSIONS & VISIT LIMITS



RESPONSIBLE GAMBLING FORUM

It was a busy year for public education as NCPG embarked on a series of new initiatives to raise awareness of problem gambling and its harm. The key focus for the year included revamping and expanding existing collaterals and initiatives to better spread the problem gambling awareness message.

NCPG committed a total of \$1.7m to the running of two media bursts in 2013.

- 1 The annual month-long Chinese New Year campaign from February 2013 ran on all major media channels, and also included a run of advertising at Golden Village cinemas during the screening of local film, Ah Boys to Men Part 2.
- 2 This was followed by a soccer-specific campaign from April to end May 2013, in which public education was focused on cable channels showing soccer, as well as outdoor and online advertising.

NCPG ran its radio ad, "ATM", which was a Top Ten finalist at the 2013 The Laurels, and also rolled out a new series of print ads with the tagline, "Protect your family. Stop problem gambling", targeted at raising awareness of the harm of problem gambling and promoting help-seeking through a direct, simple approach.

A new series of targeted public education was also introduced in areas commonly associated with problem gambling. This included sustained advertising in horseracing publications, Punter's Way and Winner 21, to send reminder messages to horse betting gamblers.

PROTECT YOUR FAMILY. STOP PROBLEM GAMBLING.

守护家庭, 远离嗜赌

1800-6-668-668

NATIONAL COUNCIL ON PROBLEM GAMBLING

HAVE A SAFE JOURNEY. 祝您 旅途平安.

KNOW THE LINE. 划清界限 | 1800-6-668-668

NCPG developed a series of specific advertising at Harbourfront Cruise Centre and Tanah Merah ferry terminal to reach out to those who gamble on offshore cruise ships.

As part of efforts to reach out to those who engaged in soccer betting, NCPG also ran a targeted soccer campaign from April to June - the height of the English Premier League and UEFA Champions' League season. This was also the first year that NCPG advertised on taxi cabs, and at Malaysia Cup matches through the sponsorship of local team, LionsXII.

AVOID the PENALTY of problem gambling!

KNOW YOUR LIMITS.

KNOW THE LINE | 1800-6-668-668

KNOW THE LINE | 1800-6-668-668

AVOID the PENALTY of problem gambling!

UNDERSTANDING PROBLEM GAMBLING

PROTECT YOUR WEALTH CHOOSE TO SEEK HELP

CHOOSE TO GAMBLE RESPONSIBLY

CHOOSE EXCLUSION OR VISIT LIMIT

NCPG launched a new series of brochures on Casino Exclusion and Visit Limit, Responsible Gambling and Help Services (joint brochure with the National Addictions Management Service/NAMS). The English version of the brochures was launched in May 2013, and the remaining vernacular language brochures (i.e. Chinese, Malay and Tamil) are planned for launch in the last quarter of 2013. Work has also begun on the revamp of the NCPG website, and the new improved site is expected to be launched in 2014.

NCPG continued to intensify its efforts in reaching out to the community to raise awareness of problem gambling and to encourage help-seeking behaviour among those affected by the harm of problem gambling. This year, NCPG also hosted foreign delegations from countries such as Macau, China and Japan, who came to Singapore on study trips.



Another regular event was the annual *getai* outreach programme, which continued to be a key targeted outreach event in NCPG's calendar. NCPG reached out to an estimated 200,000 heartlanders through public message announcements at 35 *getai* locations across Singapore, as well as through the distribution of NCPG collaterals.

2

1 NCPG continued its funding of the Problem Gambling Prevention Ambassadors training programme under YAH!, a community outreach programme for the elderly by Montfort Care. The programme saw the pool of trained seniors rise to 100 volunteers who have completed the training to become Problem Gambling Prevention Ambassadors. These ambassadors have represented NCPG at numerous community roadshows and events, reaching out to some 500,000 people to date. The ambassadors also conducted regular, targeted outreach activities at Singapore Pools and Singapore Turf Club.



3

Collaborations with stalwart partners such as KBox Pte Ltd, Premier Taxi Pte Ltd and Koufu Pte Ltd, also continued this year. NCPG continued to spread awareness of the National Problem Gambling Helpline (1800-6-668-668) through the printing of the helpline number and the NCPG logo on partner collaterals such as napkins, mugs and decals. A new pilot collaborative effort with the Moulmein-Kallang Town Council saw NCPG placing outreach posters in 500 lifts in HDB blocks in the Moulmein-Kallang area for a period of two months. This new initiative proved to be very successful in promoting recall of the helpline number and NCPG intends to explore the expansion of this initiative to other constituencies in the near future.



4 As part of a series of targeted outreach initiatives, NCPG launched a series of weekly outreach talks in January 2013. The talks were held for new taxi drivers at Comfort Del-Gro Pte Ltd, to educate them on spotting the signs of problem gambling so that they would be able to help passengers who may display such signs by referring them to NCPG. Going forward, NCPG intends to expand its outreach in this area.

4



5

NCPG successfully partnered NAMS to conduct joint presentations to community stakeholders who were interested in learning more about problem gambling and help-seeking. Some of these stakeholders included NACLI, the training arm of the People's Association, and Tanah Merah Prison. This was the first year that NCPG has actively partnered NAMS for such presentations. As the feedback received for such talks was positive, NCPG intends to continue working with NAMS closely in the area of public education and outreach.

NCPG's Youth outreach efforts this year focused on strengthening existing programmes in secondary schools and piloting a new initiative among the tertiary institutions through a series of roadshows and social activation initiatives.

1

NCPG re-engaged **Methodist Children and Youth Centre (MCYC) Community Services Society** in January 2012 to revive its **youth gambling roadshow** titled, "Win Big Don't Gamble". The roadshow, which also includes a docudrama, assembly talk and interactive games, has been rolled out to **19 secondary schools over the past two years**.



2

NCPG engaged Doby Studio Pte Ltd to conduct an **art workshop programme** titled "**Gambling - The Wasting Disease**" from January to November 2012. The art workshops taught **over 3,500 students from 12 schools** how to tell a gambling prevention story by drawing comic strips, with the aim of educating them, and others who may have the opportunity to read the comics, about the dangers of problem gambling and the avenues of help available.



3

To target tertiary students, NCPG commissioned a **collaborative pilot gambling prevention roadshow programme** by **Republic Polytechnic and MCYC Community Services**. The two-day roadshow was held at Republic Polytechnic on 1 and 2 August 2012. **Over 1,000 students participated** in the hands-on games and learnt much through the interactive display booths.

The roadshow also included a poster design competition, and the most creative posters were displayed throughout the event. NCPG also organised **two Gambling Prevention Talks for some 900 students**.

In 2013, NCPG began engaging the institutes of higher learning in earnest. **Gambling Prevention roadshows were presented at ITE College Central in January and April 2013**.

4



On 28 February 2013, NCPG piloted a **Youth Gambling Prevention Workshop for the first time at ITE College East, involving 35 students**. At the workshop, NCPG trained and educated the students on the gambling landscape in Singapore and about the issue of problem gambling. After the workshop, the students developed a **"Problem Gambling Awareness Booth"** and presented a gambling prevention message during the roadshow at ITE College East's Social Awareness day on the 14 March 2013. Their booth eventually won the "Most Informative" booth.



In 2012, NCPG organised the 3rd Singapore Problem Gambling Conference with the theme "Addressing Harms to Families of Problem Gamblers" and featuring a total of eight speakers.



The conference began with addresses from Mr Chan Chun Sing, Minister for Social and Family Development, and Mr Lim Hock San, Chairman of NCPG. Thereafter, keynote speaker Dr Alex Blaszczynski, Director of the Gambling Treatment Clinic at the University of Sydney and NCPG international advisory panel member, delivered the keynote speech on the importance of responsible gambling to prevent the negative consequences of gambling within the family and society.

The conference showcased findings from three locally conducted empirical research studies. In addition, experts and practitioners shared their experiences in helping families affected by problem gambling. Counsellors Mr John Chua from National Addictions Management Service (NAMS) and Mr Charles Lee from Tanjong Pagar Family Service Centre shared their experiences in helping families affected by problem gambling.

3RD SINGAPORE PROBLEM GAMBLING CONFERENCE

"The Many Impacts of Problem Gambling on Singaporean Families"

Dr Mathew Mathews from the Institute of Policy Studies at the National University of Singapore and Dr Rachel Volberg, President of Gemini Research, shared that family members of gamblers often suffered **negative impacts financially and emotionally**. Families of problem gamblers usually owe money to the banks or licensed money lenders and they feared the loss of their homes, cars and the possibility of facing bankruptcy with **adverse consequences on personal relationships**.

SOME KEY PRESENTATIONS

"Gambling Perceptions and Subjective Well-Being: Findings from NCPG's Gambling Participation Survey"

Prof David Chan, Lee Kuan Yew Fellow and the director of the Behavioural Sciences Institute at the Singapore Management University, shared that **subjective well-being levels were negatively associated with a variety of gambling behaviours**. In addition, gamblers who were assessed to be probable pathological and problem gamblers were more likely to experience a lower level of subjective well-being.

"Gambling In Later Life: A Mix-Method Study In Singapore"

Dr Samson Tse, an Associate Professor at the Department of Social Work and Social Administration at the University of Hong Kong, and Dr Hong Song Lee, an Assistant Professor at the Department of Social Work at the National University of Singapore, shared that gambling among the elderly was not a serious problem, however, the **elderly were attracted to gambling as an activity leisure and entertainment purposes**.

MEETING OF THE INTERNATIONAL ADVISORY PANEL

The Third International Advisory Panel (IAP) meeting was held on 23 and 24 October 2012 at Orchard Hotel in Singapore, in conjunction with NCPG's Singapore Problem Gambling Conference. The meeting, which is jointly chaired by NCPG and NAMS and was last held in 2009, was attended by all eleven members, including two recently appointed members to the NCPG panel - Dr Jon Kelly, CEO of the Responsible Gambling Council of Ontario, and Mr Pieter Remmers, Director of Assissa Consultancy in the Netherlands.

NCPG also updated the IAP on the proposed amendments to the Casino Control Act.

The IAP endorsed the systematic efforts and commitment of NCPG and its partners in implementing social safeguards and addressing problem gambling. They reiterated the importance of Singapore's continued efforts to learn from overseas jurisdictions and highlighted the need to continuously enhance inter-agency coordination and collaboration to ensure an integrated approach to address the multifaceted nature of problem gambling.

THE IAP HELD DISCUSSIONS ON THE FOLLOWING:



HELP SERVICES

1 NCPG's **24-hour National Problem Gambling Helpline** – jointly operated by counsellors from the **National Addictions Management Service (NAMS)** and **Thye Hua Kwan Problem Gambling Recovery Centre (THKPGRC)** – continued to be well-utilised. In 2012, NCPG assisted NAMS to increase the number of staff manning the helpline; this resulted in a decrease in the total number of dropped calls and more time dedicated to problem gambling related calls. The Thye Hua Kwan Problem Gambling Recovery Centre (THKPGRC) remained as the primary NCPG-appointed problem gambling community counselling centre.

2 In May 2012, NCPG launched a new initiative – **Legal and Financial Advisory Services (LFAS)**, targeted primarily at family members of problem gamblers. Under this programme, family members affected financially or legally by problem gambling would be able to obtain the relevant knowledge and skills needed to minimise financial and legal harm from both heavy and problem gambling. The pilot LFAS programme was implemented at three agencies, namely **THKPGRC, Ang Mo Kio Family Service Centre, and Hougang Sheng Hong Family Service Centre**. A review of the pilot LFAS programme revealed that although family members of gamblers found the toolkit useful, they did not require a dedicated counselling programme. NCPG is currently in the midst of modifying the LFAS toolkit into a **self-help booklet** which can be given to clients to all Family Services Centres island wide.

3 In July 2012, NCPG contracted NAMS to deliver a **“Problem Gambling Intervention Certificate” (PGIC)** programme primarily for existing caseworkers, social workers and counsellors at family service centres, to build the capabilities and expand the resource pool in Singapore to cope with any increase in help-seeking for gambling related issues in the future. The Certificate programme involved classroom training, practicum sessions and an examination. Three runs of the programme have been conducted. As at August 2013, **56 social workers and counsellors from 15 FSCs have been awarded the NCPG-NAMS Problem Gambling Intervention Certificate**. At least **four additional runs have been planned for the next three years**.

4 NCPG is also engaging school counsellors in gambling intervention. In 2012, NCPG piloted a two-day **“Youth Gambling Prevention and Intervention Curriculum for School Counsellors”** programme. The aim of the pilot programme was to provide school counsellors with the necessary expertise to conduct gambling prevention education to their students, as well as to identify and refer students with gambling problems. Held over two runs, the pilot programme was completed in December 2012 and was well received. After a joint review of the programme with MOE Guidance Branch, NCPG modified the pilot into a **“Gambling Prevention Training Programme for Youth Counsellors”**. The first run was in September 2013, with **19 school counsellors in attendance. The target is to hold two runs of the programme every year.**

Casino Exclusions and Visit Limits

Casino Exclusions and Visit Limits processes will be regularly assessed and streamlined to ensure simplicity and accessibility in application. NCPG will continue to make improvements to these processes to make sure that they are carried out in a fair and prompt manner to protect individuals who are financially vulnerable and families from the harms of problem gambling.



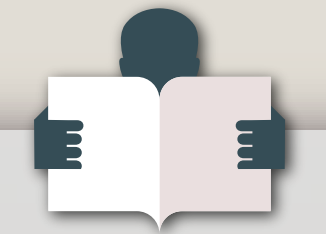
Help Services

In the area of service delivery, NCPG will collaborate with NAMS to improve the Problem Gambling Helpline and train family service centres in the field of problem gambling intervention in order to assist help professionals to better understand and handle the issues faced by problem gamblers and their families. In addition to supporting the THKPGRC for problem gambling community counselling, the NCPG Secretariat plans to seed new community counselling centres in strategic locations across Singapore.



Public Education and Outreach

Public Education will continue to be strengthened through more campaign effectiveness research in order to determine the best way of disseminating problem gambling messaging to the public. Outreach initiatives will be expanded to target specific at-risk groups through targeted messaging and uniquely tailored programmes.



Youth

We will move to extend more outreach to the youth by exploring the expansion of our current network of partner agencies to develop and pilot new outreach programmes. We will work towards intensifying education in schools to equip more youths with the necessary knowledge needed to avoid, identify and deal with problem gambling.



Responsible Gambling

In the coming year, NCPG will work closely with the Responsible Gambling Forum to strengthen responsible gambling initiatives, especially for non-casino gambling venues.



LOOKING FORWARD

NCPG HELP SERVICES AND PARTNERS

National Addictions Management Service (NAMS)
 Institute of Mental Health
 Buangkok Green Medical Park
 10 Buangkok View
 Singapore 539747
 NAMS Clinic – Basement, Blk 9
 Tel: 6389 2000
 Website: www.nams.sg
 Email: nams@imh.com.sg

THK Problem Gambling Recovery Centre
 133 New Bridge Road
 Chinatown Point, #04-05
 Singapore 059413
 Tel: 6576 0840
 Fax: 6444 2823
 Email: pgrc@thkmc.org.sg

Lakeside Family Services
 Taman Jurong Centre
 21 Yung Ho Road
 The Agape, #03-01
 Singapore 618593
 Tel: 6265 6522
 Website: www.lakeside.org.sg
 Email: lfctj@lakeside.org.sg

FAMILY SERVICE CENTRES WITH LEGAL AND FINANCIAL ADVISORY SERVICES

The Ang Mo Kio Family Service Centres

Ang Mo Kio Branch
 Blk 230 Ang Mo Kio Ave 3
 #01-1264
 Singapore 560230
 Tel: 6453 5349

Cheng San Branch
 Blk 445 Ang Mo Kio Ave 10
 #01-1627
 Singapore 560445
 Tel: 6454 6678

Sengkang Branch
 Blk 223D Compassvale Walk
 #01-673
 Singapore 544223
 Tel: 6312 8100

Hougang Sheng Hong Family Service Centre
 Blk 237 Hougang St 21
 #01-406 Singapore 530237
 Tel: 6289 5022

The National Council on Problem Gambling would like to thank the following partners for their support and assistance in the past year:

- Ang Mo Kio Family Service Centre
- A/P Long Foo Yee, Fred
- Casino Regulatory Authority
- Comfort Del-Gro Pte Ltd
- Credit Bureau Singapore
- DP Info Group
- Healthway Medical Pte Ltd
- Hougang Sheng Hong Family Service Centre
- Housing Development Board
- Institute of Mental Health
- K Box Pte Ltd
- Kingsmen OOH Media Pte Ltd
- Koufu Pte Ltd
- Lakeside Family Services
- LEX Entertainment (S) Pte Ltd
- MCYC Community Services Society
- MediaCorp Pte Ltd
- Migrant Worker Centre
- Ministry of Health
- Ministry of Home Affairs
- Ministry of Law
- Ministry of Manpower
- Ministry of Social and Family Development
- Ms Elizabeth Pang
- Nanyang Technological University
- National Addictions Management Services
- National University of Singapore
- Premier Taxi Pte Ltd
- Singapore Management University
- Singapore Police Force
- Singapore Pools
- Singapore Polytechnics
- Singapore Press Holdings Pte Ltd
- Singapore Turf Club
- The People's Association
- Thye Hua Kwan Problem Gambling Recovery Centre
- Woodlands Citizen's Consultative Committee
- YAH! Community College

