NCPG 6^{TH} TERM REPORT 2015 - 2017



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ABOUT NCPG

The NCPG comprises 17 members with expertise in psychiatry, psychology, social services, counselling, legal, rehabilitative as well as religious services. The Council was first appointed in August 2005. The tenure for each term is two years. The Council completed its Sixth Term (2015 to 2017).

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 problems arising from gambling;
- Execute Casino Exclusions and Visit Limits in accordance with the Casino Control Act and within prevailing policies on casino social safeguards; and
- Support and implement programmes on:
 - Public education and outreach on problem gambling prevention and rehabilitation;
 - Public communications and consultation of stakeholders on gambling-related issues;
 - Research into problem gambling; and
 - Information, referral and treatment services for problem gamblers and their families.

The Gambling Safeguards Division in MSF provides Secretariat support to the Council.

Chairman's Message

The work of the Council has grown tremendously since 2005 and it is my privilege to greet you as the Chairman of the Sixth Term of the National Council on Problem Gambling (NCPG). With the changing gambling landscape, our focus has been on alerting youths of the dangers of online gambling, leveraging on technology to make gambling recovery services more accessible and strengthening social safeguards to protect the vulnerable.

NCPG launched a media campaign targeted at youths in July 2016 with a new video and the tagline "Don't let gambling become a problem. Take action now." The video encourages youth to speak up if their peers and/or family members exhibit signs of problem gambling to prevent the addiction from worsening. We are encouraged that the video was well-received, even going viral on social media amongst the youths.

NCPG also launched a new video campaign targeted at the older population. The video, directed by Jack Neo, features television/ getai artiste Wang Lei's life story of how he was addicted to gambling and his eventual recovery from problem gambling. The use of Mandarin and the Chinese dialect Hokkien in the video appealed to our target audience and reached over 1 million views within a month of its debut in August 2016.

The recovery process is not easy. It requires determination, a tremendous amount of self-control and strong family support. Wang Lei was very brave to share his gambling addiction and struggles. His sharing provides hope and inspires others who are battling their addiction to change. We are honoured that Jack Neo and Wang Lei agreed to work with us for this project.

Technological advances have reduced the barriers to help-seeking. To complement the NCPG Helpline and Webchat, E-counselling service was launched in July 2017. E-counselling allows clients to "meet" a counsellor via a call. This provides clients convenience and the initial nudge to seek counselling.

Additionally, we partnered the Social Service Institute to develop Basic and Intermediate Problem Gambling Intervention courses to equip more social service practitioners to assist their clients. Building up a comprehensive help service network has always been a key priority for NCPG and we will continue to work with our stakeholders to do so.

Together with the Ministry of Social and Family Development (MSF), we have proactively sought to strengthen the social safeguards by prohibiting those with a Casino Family Exclusion Order, Third Party Exclusion Order or Automatic Exclusion by Law from setting up a remote gambling account and accessing jackpot machine rooms in private clubs. This reduces the accessibility of gambling products to vulnerable individuals.

Often, the signs of gambling addiction do not manifest until much later when it has reached a dire state when the individual is in financial distress. Our hope is that family members and loved ones will be able to spot the signs of addiction early, so that those in need can receive help in a timely manner.

Mr Tan Kian HoonChairman
National Council on Problem Gambling

NCPG Members



Mr Tan Kian Hoon
Chairman
Chairman,
National Crime Prevention Council
Managing Director,
Suntec Real Estate Consultants Pte Ltd



Mr Gerald Balendran Singham Vice Chairman Deputy Managing Partner, Dentons Rodyk & Davidson LLP



Professor David Chan Member

Professor of Psychology and Director of the Behavioural Sciences Institute, Singapore Management University



Dr Cecilia Chu Member Clinical Psychologist, Raffles Counselling Centre, Raffles Hospital



Mr Muhammad Effendy Ibrahim Member Vice President Sales and Marketing (Asia and Japan), Veeam Software



Mr Khoo Chin Hang, Nicholas Aaron Member Senior Vice President (Asia Pacific), Sandbox & Co (SBX)



Mr Kua Soon Khe Member Chief Executive, Singapore Buddhist Federation

NCPG Members



Ms Annie Lee
Member

Executive Secretary,
Association for
Professionals Specialising
in Addiction Counselling
(APSAC), Singapore



Mr Nicholas Gabriel Lim Member Senior Court Counsellor (Psychologist), Family Justice Courts



Dr Lim Yun Chin Member Consultant Psychiatrist, Raffles Counselling Centre, Raffles Hospital



Mr Ling Kin Huat Member 1st Vice President, Taoist Federation (Singapore)



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



A/P Seng Boon Kheng Member

Associate Professor, Vice Dean and Head of Social Work Programmes,

School of Human Development and Social Services,

Singapore University of Social Sciences



Dr Tan Hwee Sim Member Consultant Psychiatrist, Raffles Counselling Centre, Raffles Hospital



Ms Teo Lin Lee Member Company Director, Meishin International



Mr P Thirunal Karasu Member Director, Singcorp International



Professor Brenda Yeoh Member

Vice Provost (Graduate Education), National University of Singapore

NCPG Youth Sub-Committee



Mr Khoo Chin Hang, Nicholas Aaron Co-chair Youth Sub-Commitee



Mr Muhammad Effendy Ibrahim Co-chair Youth Sub-Commitee



Mr Gabriel Lee Member Director, Asia Pacific, Emeritus Institute of Management Pte Ltd



Mr Marc Ha Member Vice President & Managing Director, Text100 Singapore



Mr Tay Swee Meng, David Member Schools Correspondent & Teaching Specialist



Member
Senior Court Counsellor (Psychologist),
Family Justice Courts

Mr Nicholas Gabriel Lim

Key Milestones

October 2015

Convene NCPG's International Advisory Panel Meeting

March 2016

Establish referral protocols for Social Service Offices and Family Service Centres to refer potential problem gamblers and their families to NCPG for help services



July 2016

Launch of NCPG's new video for youths: "Don't let gambling become a problem. Take Action now!"

August 2016

Launch of NCPG's new video for older adults, directed by Jack Neo, featuring television/getai artiste Wang Lei's real life recovery story



September 2016

- Support MSF and MHA in implementing social safeguards to protect vulnerable persons from the risks of remote gambling
- Announcement of social safeguards for online gambling offered by remote gambling exempt operators
- Persons who have a Casino Family Exclusion Order, Third Party Exclusion Order or Automatic Exclusion by Law are not able to open or maintain remote gambling accounts with Singapore Pools Private Limited (Pools) and Singapore Turf Club (STC)



January 2017

New year greetings with responsible gambling messages for the 2017 Chinese New Year Campaign

April 2017

Launch of a shorter version of the Mandarin TVC featuring Wang Lei's recovery story during the finale of English Premier League 2016/17 season

July 2017

- Launch of E-counselling as part of NCPG Helpline services
- Introduction of Self-Help Workbook for Problem Gamblers
- Announcement of new social safeguards for jackpot machine rooms in private clubs

Casino Exclusions And Visit Limits

Summary of the key types of Exclusions and Disit Limits:





APPLICATION BY AN INDIVIDUAL

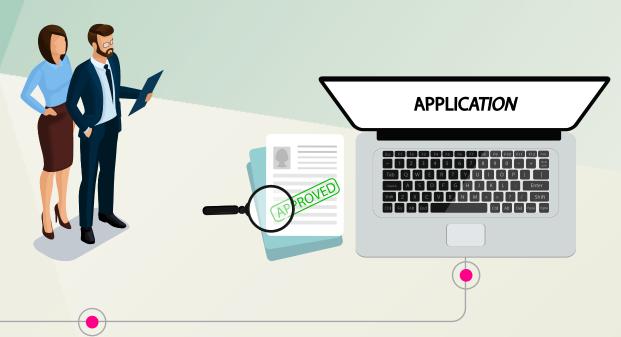
Self-Exclusion or Voluntary Visit Limit

Individuals can exclude themselves from entering the casinos or set a limit on the number of visits to the casinos in a calendar month.

APPLICATION BY A FAMILY MEMBER

Family Exclusion Order or Family Visit Limit

Individuals who experience distress as a result of a family member's gambling behaviour can apply for a casino exclusion or a Visit Limit to be imposed on them.

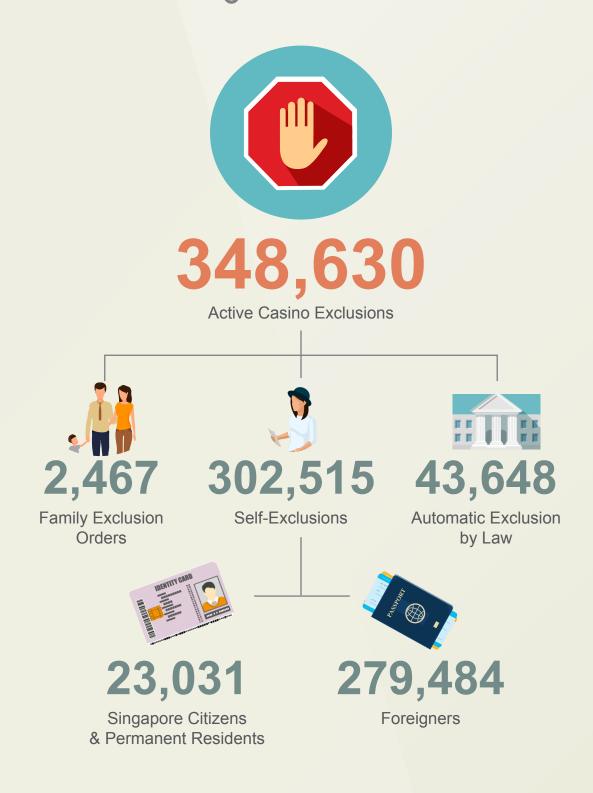


IMPOSED BY THE GOVERNMENT

Automatic Exclusion by Law or Third Party Visit Limit

Individuals who are undischarged bankrupts, HDB flat tenants paying subsidised rents with rental arrears of 6 months or more, or receiving financial or legal aid assistance from the Government will be subjected to an exclusion by law. Individuals who are financially vulnerable may also be imposed with a Third Party Visit Limit by NCPG.

Active Casino Exclusions as at 31 August 2017



Active Casino Visit Limits as at 31 August 2017



Exclusion from Remote Gambling Accounts and Jackpot Machine Rooms

EXTENSION OF NCPG RELEVANT CASINO EXCLUSIONS TO REMOTE GAMBLING ACCOUNTS

In September 2016, Singapore Pools Private Limited (Pools) and Singapore Turf Club (STC) were found suitable to be exempt operators under the Remote Gambling Act.

NCPG worked with the Ministry of Social and Family Development to extend the casino exclusions regime to remote gambling accounts to better protect vulnerable individuals from harm arising from gambling.

Persons who have a NCPG Relevant Exclusion i.e. Casino Family Exclusion Order, Third Party Exclusion Order or Automatic Exclusion by Law are not allowed to open or maintain remote gambling accounts with Pools and STC.



EXPANSION OF SELF-EXCLUSION SCHEME TO ALL JACKPOT MACHINE ROOMS

In collaboration with the Responsible Gambling Forum, NCPG has been offering a centralised self-exclusion application scheme for jackpot machine rooms since 2014. 27 gambling operators have come on board the scheme, including Pools, STC and 25 private clubs operating jackpot machine rooms.

In July 2017, the Ministry of Home Affairs announced that private clubs operating jackpot machines are required to implement stronger social safeguards, among other stringent regulatory measures. With effect from 1 May 2018, all private clubs operating jackpot machines will have to implement the centralised self-exclusion scheme.

With this enhancement, a single application for self-exclusion via the NCPG website enables individuals to exclude themselves from all jackpot machine rooms in Singapore. Persons who have a NCPG Relevant Exclusion i.e. Casino Family Exclusion Order, Third Party Exclusion Order or Automatic Exclusion by Law will be excluded from all jackpot machine rooms operated by private clubs in Singapore. This ensures that the vulnerable are protected from the harms of jackpot gambling.

International Advisory Panel Meeting

The International Advisory Panel (IAP) brings together a team of foreign experts from various areas of specialisation to advise NCPG on issues related to problem gambling. NCPG hosted our IAP members in Singapore from 26 to 29 October 2015:

- Prof Linda Hancock, Director of the Master's Program of Politics and Policy at Deakin University, Melbourne, Australia;
- Dr Samuel Huang, founding Director-General of the Asia Pacific Association of Gambling Studies in Macau; and
- Mr Keith Whyte, Executive Director of the National Council on Problem Gambling, USA.

During the visit, the IAP members were unanimous in expressing that Singapore has put in place a comprehensive suite of social safeguards against the harmful consequences of problem gambling. They provided advice on strengthening NCPG's safeguards and programmes to better protect the vulnerable. Just as NCPG has benefited from the IAP's feedback, IAP members also gained much insight into Singapore's system of social safeguards.

The meeting ended with a Responsible Gambling Dialogue conducted by our IAP members on 29 October 2015. Attended by 80 representatives from NCPG, NCPG's partners and the Responsible Gambling Forum, the Dialogue participants were engaged by the IAP members as they learned about the emerging trend of social gaming and the developments in responsible gambling.



Front row, IAP Members and NCPG Chairman (from left): Dr Samuel Huang, Prof Linda Hancock, Mr Keith Whyte, Mr Tan Kian Hoon (NCPG Chairman)

Back row, Members and Secretariat of NCPG (from left): Dr Cecilia Chu, Mr Nicholas Gabriel Lim, Ms Angelina Yeo, Mr Yoganathan Ammayappan, Ms Audrey Seah, Ms Annie Lee, A/P Long Foo Yee, Fred, Mr Nicholas Aaron Khoo

Public Education

The NCPG continued our efforts to educate the public on the issue of problem gambling; creating greater awareness that family and community support is key to recovery. This is done through a two-pronged approach, executing mass media campaigns at the broad level, and reaching out to vulnerable groups through targeted outreach.

Media Campaigns

Collaboration with Wang Lei

Directed by Jack Neo, the 11-minute Mandarin/ Hokkien dialect video featured Wang Lei sharing his personal story of how he started gambling as a young adult, spiralling into addiction and loanshark borrowing late when in his 50s. It was only with his family's support and encouragement that he finally overcame his gambling addiction. Wang Lei's real life story lends credibility and appealed to the target audience of older persons who may have gambling addiction issues. Wang Lei's testimony of his gambling addiction and recovery journey gives hope and inspires those in similar situations to take the first step to recovery.



Wang Lei sharing his story on his Facebook page.

The video was launched during NCPG's Lunar 7th month community outreach programmes in August 2016. In addition to our getai outreach, the video was shared via NCPG, Jack Neo and Wang Lei's social media, and attained more than 1 million viewership in less than a month.



Getai show at River Hongbao 2017



Getai emcee Wang Lei at the River Hongbao Chinese New Year 2017 Getai show

Auspicious Couplets for Chinese New Year 2017

Extending Wang Lei's positive influence beyond the Lunar 7th month, NCPG launched a series of auspicious Chinese couplets with responsible gambling messages to reach out to older Mandarin-speaking adults during Chinese New Year 2017.

The advertisements were placed in Shinmin Daily and Lianhe Wanbao, and were placed across 23 coffeeshops islandwide between January and February 2017. The 11-minute Wang Lei video was also screened at coffeeshops and Singapore's signature Chinese New Year event, River Hongbao, during the period. In all, the campaign reached out to approximately 1.95 million people.

Special Campaign Burst for English Premier League 2016/2017 Season Finale

NCPG worked with Jack Neo once again and produced a 53-second Mandarin TVC and a 45-second radio capsule of the Wang Lei story. The TVC was carried over national TV, MediaCorp Channels 8 and U between April and May 2017 to coincide with the season finale of the EPL 2016/2017 when football betting activities peaked.



YAH! Ambassadors sharing Responsible Gambling messages to patrons at a private club



YAH! volunteers sharing responsible gambling messages during a community outreach event

Community Outreach

Outreach to Gambling Patrons

NCPG continued our partnership with Montfort Care for the YAH! Problem Gambling Prevention Ambassadors Programme, an initiative since 2009. Montfort Care's Young-At-Hearts (YAH) College trains senior citizens attending its active ageing course to disseminate problem gambling messages to fellow senior citizens through skits, games and roadshows. These roadshows were held at gambling outlets operated by Singapore Pools, Singapore Turf Club and other private clubs with jackpot machine rooms. Over the past two years, the YAH! ambassadors conducted more than 100 activities and reached out to 60,000 members of the public.

In addition, we refreshed NCPG advertisements in specific venues such as the cruise centre and ferry terminals, as well as horseracing publications and websites, to remind potential cruise gamblers and horseracing punters to gamble within their means and protect themselves.



Placement of a NCPG advertisement on the horseracing website, www.Winner21.com



NCPG Lightbox advertisement at Singapore Cruise Centre, Harbourfront

Outreach to Heartlanders

NCPG continued to conduct problem gambling awareness outreach to the community during the Lunar 7th Month (i.e. Hungry Ghost Festival) getai performances. The getai shows are often the highlight during the Lunar 7th Month, attracting the public to watch the shows and festivities. NCPG reached out to about 200,000 people between September 2015 and August 2017 via its getai outreach.



Getai emcees with NCPG collateral



Wang Lei's gambling recovery story being played before the start of Getai shows

Additionally, to increase visibility and awareness of our NCPG public education messages and helpline, NCPG placed public education messages via 21,000 mugs at 35 foodcourts islandwide, reaching an estimated audience of 9 million annually.



Collaboration with a foodcourt chain to place problem gambling prevention messages at their outlets



Collaboration with the National Taxi Association

Corporate Outreach

NCPG has been conducting outreach to taxi drivers to raise problem gambling awareness for themselves and their passengers since 2009. By partnering taxi operators and the National Taxi Association, it was able to reach out to 20,000 taxi drivers in 2016.



A foreign worker learning about the NCPG Helpline through a fun activity



Public Education Roadshows to foreign workers

Outreach to Foreign Workers

As foreign workers may be vulnerable to the harmful consequences of gambling, the NCPG partnered dormitory operators to disseminate problem gambling awareness messages to 15,000 workers annually between 2015 and 2017.

With the help of YAH! senior problem gambling ambassadors, we also supported Ministry of Manpower in its public education roadshows at foreign workers recreation centres and reached out to more than 1,000 foreign workers in 2016.

Youth Outreach

Having received feedback from focus groups that NCPG's messaging and campaigns were mainly adult-focused, NCPG embarked on a new youth outreach strategy in June 2016.

"Take Action Now" Media Campaign

With the tagline "Don't let gambling become a problem. Take action now!", the new media campaign aimed to raise problem gambling awareness from a peer-to-peer perspective. Instead of the usual serious tone,

NCPG produced a fast-pace, lighthearted video depicting the worst case scenario of a youth who engaged in sports betting. The use of humour greatly appealed to the younger audience.

The campaign ran on social media platforms such as Facebook and YouTube, as well as other media platforms used by youths e.g. cinemas and cable channels showing football. The advertisement was well received by the public, garnering over two million views on YouTube and over 1,000 shares on Facebook.



Don't let gambling become a problem. Take action now.



www.ncpg.org.sg



Partnership with Football Association of Singapore

Other than broadcasting the video on traditional and digital media platforms, NCPG's youth campaign video aired before the start and during the half-time break of local football matches. The partnership with the Football Association of Singapore reached out to a total of 700,000 football fans during the period.



Broadcast of the youth video at Jalan Besar Stadium during half time.



NCPG staff conducting gambling prevention talks to youths

Campus Outreach

To discourage youths from picking up the habit of gambling, NCPG reached out to over 13,000 Institute of Technical Education students through talks. These talks were part of the orientation programme for all new students in January and April 2017. The talks addressed the different aspects of gambling addiction and focused on encouraging good choices on the use of time and money. In addition, NCPG partnered with Nanyang Technological University to broadcast the youth campaign video on its campus screens.



ITE College students listening to the gambling prevention talk

Division III Debating Championships (D3DCs)

NCPG partnered with the Debate Association (Singapore) to organise the Division III Debating Championships in 2016 and 2017, where participants debated on national and global issues, with a focus on addiction and problem gambling. More than 200 students competed in the Championships over the two years.

The purpose of the competition was to challenge students to think critically and gain an understanding about the issue of problem gambling in Singapore. Amidst the strong competition, St. Gabriel's Secondary School emerged champion for 2016 while School of the Arts took home the winning title for 2017.

Cyber Wellness Programmes

To address emerging concerns over the easy access to gambling with the rapid advancements in technology, NCPG implemented several programmes to establish awareness of online gaming and gambling addiction amongst youths.

Fei Yue Community Services

"Game Theory", a school-based Youth Gambling Prevention Programme, was jointly developed by NCPG and Fei Yue Community Services, and was presented at school assembly talks with an accompanying roadshow. A website (www.gametheory.sg) with resources on youth gambling was also created, to demonstrate the risks of online gambling in a fun and engaging way. To date, "Game Theory" has reached some 11,000 students.

TOUCH Cyber Wellness

The collaboration between NCPG and TOUCH Cyber Wellness is in its 3rd year, delivering problem gambling awareness messages through classroom workshops to students and parents. Student workshops highlighted potential gambling elements in online games and measures on how to stay away from online gambling. Parent workshops aimed to help parents understand the mind-sets of youths and have conversations on the consequences of a gaming addiction. The TOUCH Cyber Wellness programme has reached some 13,000 students and 9,000 parents since its inception in 2014.



PARENTS:

I've learnt a lot from the workshop, like how social media platforms use strategies that are similar to computer gaming and gambling. The workshop equips and helps clueless parents like us.

 Parent of Secondary 1 student from Crest Secondary School

It's really an eye-opener...

now I understand that if he keeps playing
(online jackpot game), next time he may end
up trying real gambling!

 Parent of Primary 4 student from Zhangde Primary School

STUDENTS

I have learnt about the symptoms of internet addiction and how to identify them.

Secondary 1 student
from Tanjong Katong Secondary School

The best thing I learnt from this lesson is how game creators attract people to continue playing their game.

Secondary 1 student
 from St. Andrew's Secondary School



Help Services

More accessible help services

Three new agencies were appointed in June 2016 to provide problem gambling counselling services and to conduct harm and clinical assessments on behalf of NCPG. They are Healthway Medical Group, The Resilienz Clinic and Thye Hua Kwan Centre for Family Harmony @ Circuit. With our enhanced network of 6 NCPG-appointed centres and the National Addictions Management Service (NAMS), we were able to help over 1,600 problem gamblers and their families in the past two years. In addition, NCPG works with 9 other community agencies which run problem gambling recovery support groups.







Helpline, Webchat and E-counselling

The National Problem Gambling Helpline and Webchat received an average of 21,000 calls and 1,700 chats annually. From July 2017, members of the public can also opt for E-counselling, a new help service introduced to complement the Helpline and Webchat. E-counselling aims to reduce the psychological barrier to seek help, especially among individuals who prefer anonymity, as the counselling sessions are carried out over the phone or Webchat.



Self-Help for Individuals

For individuals who are concerned about their gambling but do not actively seek help due to time constraint or privacy reasons, a self-help workbook was developed for their use. An alpha testing of the self-help workbook among problem gamblers tracked over a six-month period showed that the workbook helped them to understand their gambling problem. NCPG intends to increase accessibility of the workbook in 2017.



Capability Development and Training

Reaching out to more social service professionals, NCPG partnered with the Social Service Institute to develop the Basic and Intermediate Problem Gambling Intervention courses in 2016 to train more than 50 practitioners. A screening checklist and referral protocol were developed for Social Service Offices and Family Service Centres to facilitate the referral of their clients who need intervention for problem gambling to our help services.

Our Partners

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 – Level 1, Blk 9

Tel: 6389 2000

Website: http://www.nams.sg Email: nams@imh.com.sg

PsycHealth Practice (under Healthway Medical Group)

176 Orchard Road, The Centrepoint #06-01 Singapore 238843

Tel: 6252 6266

Website: http://www.psychealth.sg

Email: daretochange@healthwaymedical.com

The Resilienz Clinic

10 Sinaran Drive Novena Medical Centre, #10-30 Singapore 307506

Tel: 6397 7300

Website: http://www.resilienz.com.sg **Email:** enquiry@resilienz.com.sg

Thye Hua Kwan Centre for Family Harmony @ Circuit

37 Circuit Road #02-455 Singapore 370037

Tel: 6747 7514

Website: http://www.thkmc.org.sg

Email: cfh@thkmc.org.sg

Acknowledgements

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Adullam Life Counselling

AMKFSC Community Services Ltd

Arise2Care

Blessed Grace Gambler's Recovery

Centre

Casino Regulatory Authority

Changi General Hospital

Comfort Transportation Pte Ltd

Credit Bureau Singapore

Debate Association (Singapore)

DP Information Group

Football Association of Singapore

Fei Yue Community Services

Healthway Medical Group Pte Ltd

Housing & Development Board

Infocomm Media Development Authority

Institute of Mental Health

Institute of Technical Education

J Team Productions Pte Ltd

K Box Pte Ltd

Keppel Housing Pte Ltd

Koufu Pte Ltd

Lakeside Family Services

LEX (S) Entertainment Productions

Media Literacy Council

Migrant Workers' Centre

Ministry of Health

Ministry of Home Affairs

Ministry of Law

Ministry of Manpower

Ministry of Social and Family

Development

Mr Wang Lei and Family

Montfort Care

Nanyang Technological University

National Addictions Management Service

National Crime Prevention Council

National Taxi Association

National University of Singapore

One Hope Centre
Premier Taxis Pte Ltd

Responsible Gambling Forum

Singapore Federation of Chinese Clan

Associations

Singapore Police Force

Singapore Press Holdings Ltd

Social Service Institute

Society of Sheng Hong Welfare Services

TOUCH Cyber Wellness
The People's Association

The Resilienz Clinic

The Silver Lining

Thye Hua Kwan Centre for Family

Harmony @ Circuit

Westlite Dormitory (Woodlands) Pte Ltd

WE CARE Community Services



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