



2021 - 2023

TERM REPORT

BY THE NATIONAL COUNCIL
ON PROBLEM GAMBLING

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THE ROLE OF NCPG

The National Council on Problem Gambling (NCPG) is composed of 17 members who possess expertise in psychiatry and psychology, social services, counselling, legal, and rehabilitative services. The Council's first two-year term began on 31 August 2005, and it has since completed its 9th Term, which spans from September 2021 to August 2023.

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.



To execute Exclusions and Visit Limits in accordance with the Casino Control Act and prevailing policies on social safeguards.

To support and implement effective programmes on:

- Public education and outreach on problem gambling
- Public communications and consultation of stakeholders on gambling related issues
- Responsible gambling practices by legalised gambling operators
- Research into problem gambling
- Prevention and treatment services for problem gamblers and their families

The Ministry of Social and Family Development provides Secretariat support to the Council.



SECTION B

CHAIRMAN'S MESSAGE

MR SIM GIM GUAN

CHAIRMAN

NCPG 9TH TERM (2021 TO 2023)

I am delighted to present the NCPG's 9th Term Report for the period September 2021 to August 2023, during which NCPG has made steady progress in our mission to minimise harm from problem gambling.

Problem gambling affects not just individuals, but their families, friends, workplaces and society at large. NCPG notes the significant milestone by the Government to extend Exclusion by Law to all public rental tenants and occupiers in June 2022, in addition to undischarged bankrupts, those receiving ComCare Short-to-Medium-term and Long-term assistance.

This automatically bars financially vulnerable individuals from gambling in casinos, jackpot machine rooms and Singapore Pools' online betting service. The Ministry of Social and Family Development took into consideration NCPG's feedback that individuals who reside in rental housing can ill afford to gamble and introduced this safeguard.



Another significant move was to extend NCPG's exclusion regime to rooms in private clubs and Singapore Pools' online betting platform in August 2022. Family members who experienced negative effects from such gambling can apply to NCPG for Family Exclusion Orders to exclude their loved ones from jackpot machine rooms in clubs, Singapore Pools' online betting, and the casinos.

I am happy to report that NCPG's digital transformation has been completed. A new NCPG e-Service portal, together with our revamped website, was launched in October 2022. Members of public will have a better customer experience interacting with NCPG.

NCPG remains committed to work closely with the Government to protect the public from the consequences of excessive gambling. We urge individuals facing issues arising from gambling to seek help early and apply for the social safeguards provided by NCPG.

I would like to express my heartfelt gratitude to my Council Members and the Youth Sub-committee members for their dedication to NCPG's efforts. Together, we can build a safer and more supportive environment for all.





SECTION C

COUNCIL COMPOSITION



THE COUNCIL

The Council comprises 17 members with various expertise, including in psychiatry and psychology, social services, counselling, legal and rehabilitative services. The 9th term of the Council commenced in September 2021 and concluded in August 2023.



Mr Sim Gim Guan
Chairman

Executive Director, Singapore
National Employers Federation
(SNEF)



Mr Soh Wai Wah
Vice-Chairman

Principal & CEO,
Singapore Polytechnic



Mr David Wong
Vice-Chairman

Chairman,
Republic Polytechnic's
Board of Governors



**Mr Abdul Hamid
Bin Abdullah**
Council Member

Deputy Chairman,
Casa Raudha Limited



Dr Cecilia Chu
Council Member

Clinical Psychologist,
Raffles Counselling Centre,
Raffles Hospital



Mr Nicholas Aaron Khoo
Council Member

Director,
Khoo Cap One Pte Ltd



Ms Annie Lee
Council Member

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



Mr Jackie Lee Choon Yau
Council Member

Chairman & CEO,
clickTRUE Pte Ltd



Mr Tanguy Lim Yuteck
Council Member

CEO, Law Society Pro
Bono Services

THE COUNCIL



Mr Samuel Ng Beng Teck
Council Member

CEO, Montfort Care



Mr Seah Chin Siong
Council Member

President & CEO,
Singapore Institute of
Management (SIM)



Prof Seng Boon Kheng
Council Member

Head of Social Work Programme,
School of Human Development
and Social Services, Singapore
University of Social Sciences (SUSS)



Mr Sowaran Singh
Council Member

Family Mediator
(Family Dispute
Resolution), Family
Justice Courts



Dr Tan Hwee Sim
Council Member

Consultant Psychiatrist,
Raffles Counselling Centre,
Raffles Hospital



Mr Tan Yew Beng
Council Member

Chairman, Joo Chiat
Citizens' Consultative
Committee and Chairman,
Locker & Lock Pte Ltd



Mr P Thirunal Karasu
Council Member

Managing Director,
Singcorp International Pte Ltd



Dr Terrence Yow
Council Member

Divisional Director,
Allkin Singapore
(Previously Ang Mo Kio
Family Service Centre)

YOUTH SUB-COMMITTEE

The Youth Sub-committee comprises 7 members who provides NCPG with expert advice to prevent problem gambling among youths and to identify emerging trends and recommendations to tackle these issues.



Mr Nicholas Aaron Khoo
Chairman

Director, Khoo Cap One Pte Ltd



Mr Jackie Lee Choon Yau
Member

Chairman & CEO,
clickTRUE Pte Ltd



Mr Tan Kheng Sui Frederick
Member

Course Manager, Content and
Media Production, Institute of
Technical Education and Board
of Governors, HomeTeamNS



Mr Derrick Koh
Member

Communications
Expert



Mr David Tay
Member

Deputy Director (Youth
Engagement & Youth
Leadership), National
Youth Council Singapore



Ms Ruth Lim
Member

Business Development
Manager, Reality Rift



Mr Shem Yao
Member

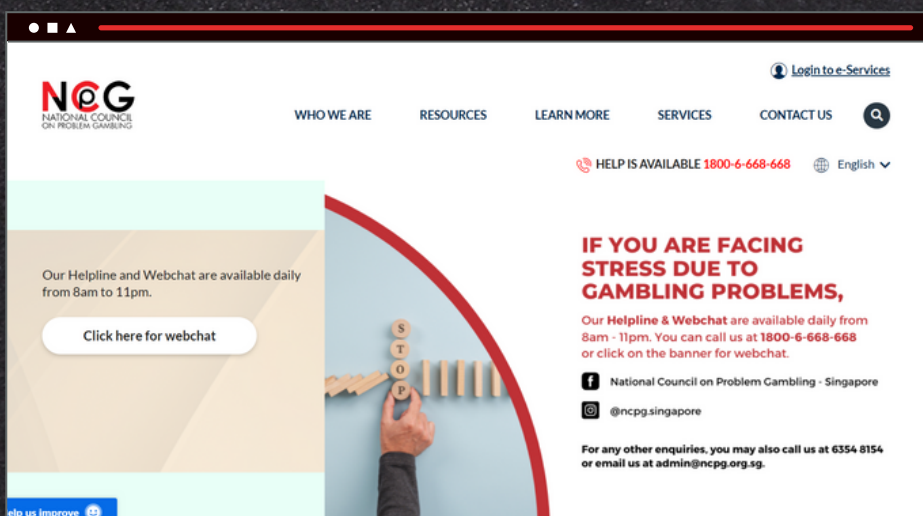
Head of Department,
TOUCH Community Services

SECTION D

IMPROVING SERVICE DELIVERY WITH DIGITAL TRANSFORMATION

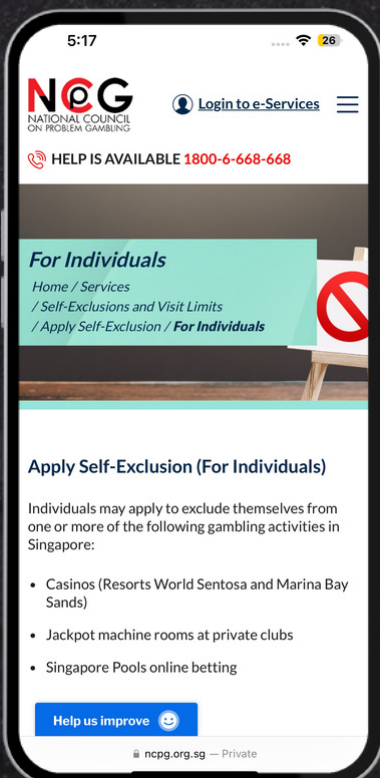
NCPG launched a new e-service portal and revamped website in October 2022. The digitalisation project has brought about increased efficiency, streamlined processes in the implementation of NCPG safeguards, and greater public awareness of NCPG safeguards and support services.

Revamping of NCPG Website



The NCPG website was revamped to provide a better user experience, easier navigation and serve as a convenient gateway to NCPG's new e-Service Portal.

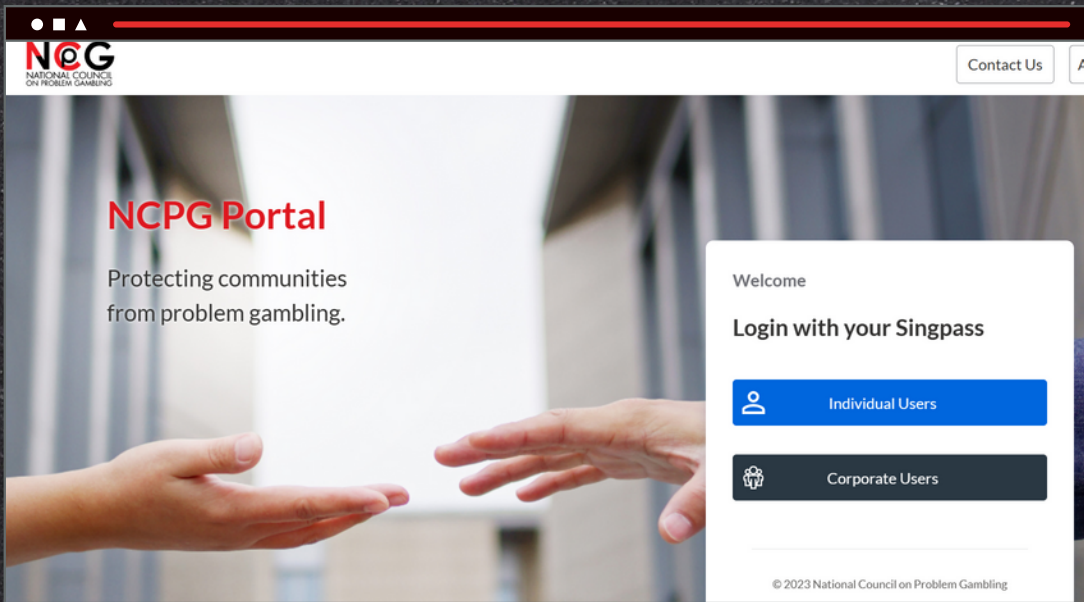
Homepage of revamped NCPG website



The website contains useful resource and information on problem gambling and the risks associated with online gaming. Members of public can identify suitable NCPG safeguards and help resources through a single platform.

Resources and Services pages on NCPG Website

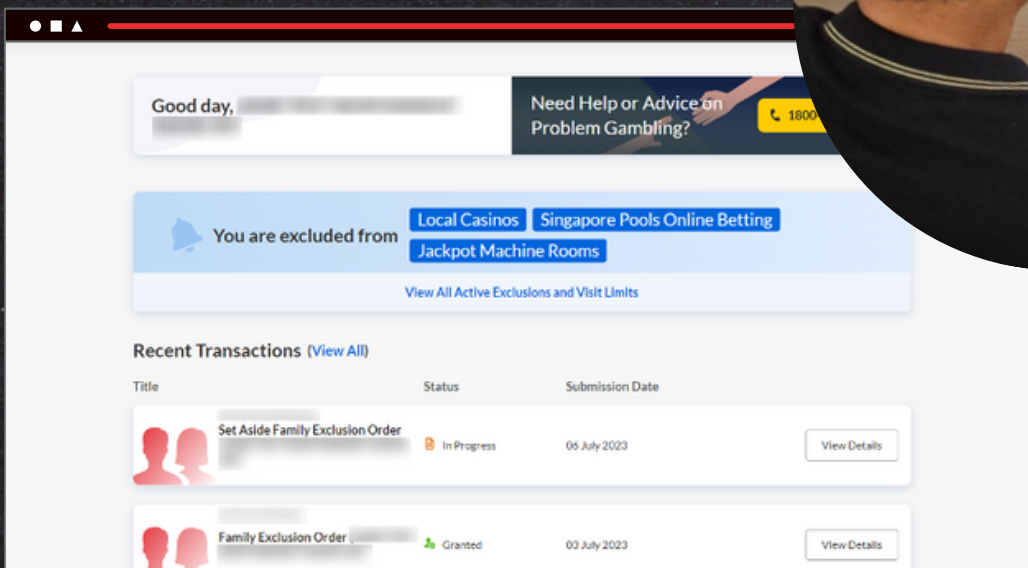
Introduction of NCPG e-Service Portal



NCPG e-Service Portal login page

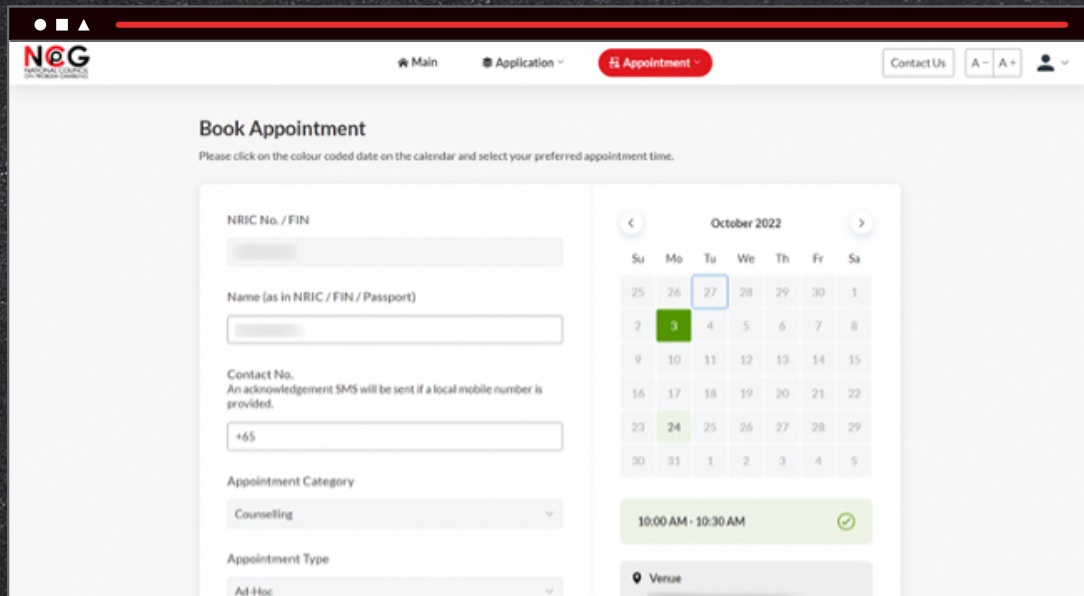
The new e-portal consolidates the functionalities of multiple systems into one single NCPG platform and provides a secure and user-friendly interface. This significantly enhances the user experience of members of public when using NCPG services.

Photo of a member of public using NCPG e-Service portal



Personalised dashboard indicating the active exclusions from 3 groups of gambling operators

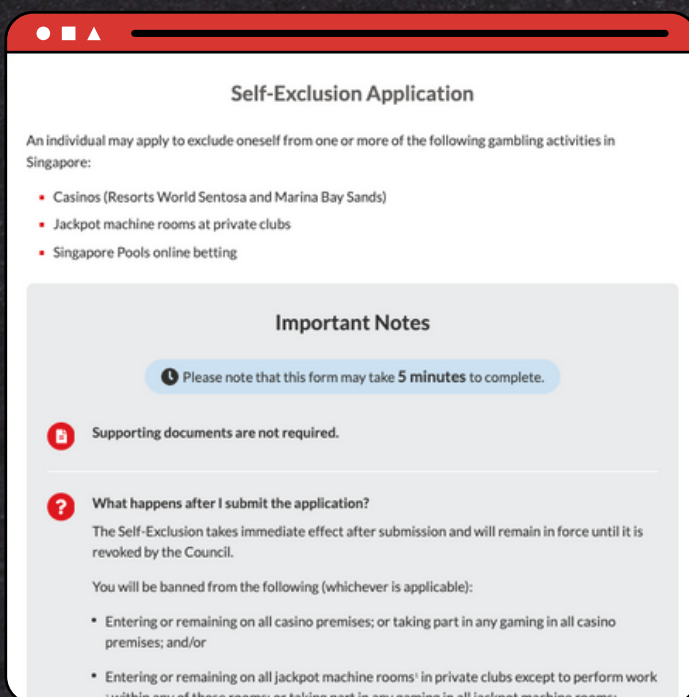
Prior to this Portal, members of public had to call NCPG to book or check on their appointments for their exclusion/visit limit hearings. The Portal transformed communication between members of public and NCPG. A personalised dashboard tracks the status of application for social safeguards, manage appointments and hearings, and allows access to NCPG notifications and letters.



Indication of contact details and selection of availability for appointments

Individuals can also book appointments with NCPG-appointed agencies for counselling and interviews related to revocation of safeguards. The dashboard has an overview calendar which helps the individual keep track of the dates and time of his appointments.

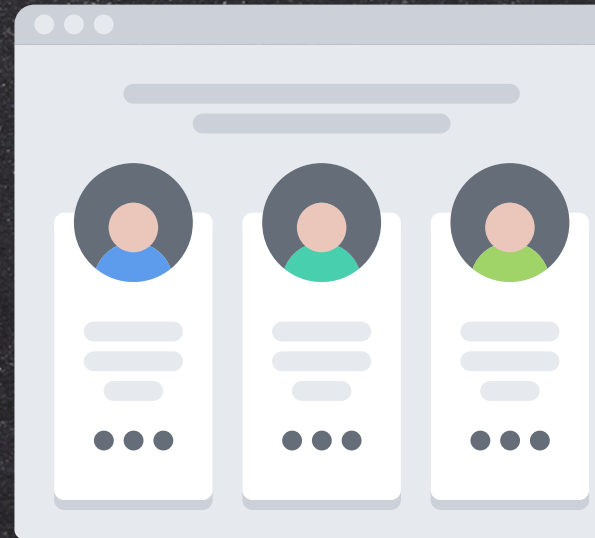
In addition, members of public can apply for Self-exclusion, Family Exclusion Order or to lift the exclusion for those who need to work within the casinos. Previously, Family Exclusion applicants had to call NCPG's appointed agency to apply for the order.



The online application process for NCPG safeguards is now user-friendly and intuitive, with clear instructions and prompts to guide members of public through the process.

Respondents can also declare their financial status and apply for objection, appeal, revocation, or indicate their hearing availability online for Third Party Visit Limit and Exclusion orders.

The Portal provides real-time updates on the status of individuals on various types of NCPG exclusions i.e., Self-exclusion, Family Exclusion Order, Exclusion by Law, and Third-Party Exclusion Order. By tracking the number of one's visits, it can help them to stay within their visit limits, thus avoiding breaching of the NCPG Order. The new system also enables real-time transmission of exclusion records to casino operators to allow prompt identification of excluded individuals.



PROTECTING MORE FAMILIES SINCE THE LAUNCH



300

families have applied for the Family Exclusion order for the period November 2022 to October 2023



68%

increase from the same period of November 2021 to October 2022

SECTION E

STRENGTHENING SOCIAL SAFEGUARDS FOR PROBLEM GAMBLERS AND FAMILIES

Under the Gambling Control Act 2022, NCPG can impose Exclusion Orders on individuals who gamble excessively in jackpot machine rooms and/or online with Singapore Pools. Private clubs with jackpot machine rooms and Singapore Pools are required to prevent individuals under Exclusion Orders from gambling.

With effect since 1 August 2022, family members who experience negative effects and harms caused by gambling at jackpot machine rooms or online gambling with Singapore Pools, can also apply to NCPG for Family Exclusion Orders, in addition to casinos. NCPG may refer individuals under the order to attend counselling or rehabilitation.



ACTIVE EXCLUSION ORDERS

As of 30 June 2023, there are 341,313 active exclusion orders, with the largest group consisting of individuals who have applied for casino self-exclusions. The second largest group consists of individuals under the Exclusion by Law.

ACTIVE EXCLUSION ORDERS

341,313

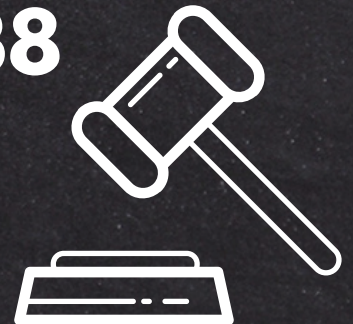


FAMILY EXCLUSION ORDERS

3,230

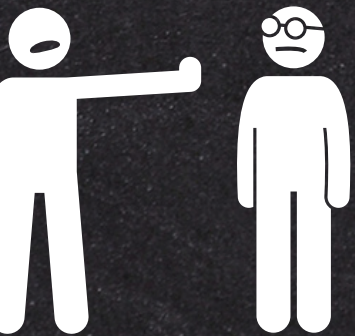
EXCLUSIONS BY LAW

119,138



THIRD PARTY EXCLUSION ORDERS

1,544



SELF-EXCLUSIONS

185,309 CASINOS

14,580 SINGAPORE POOLS ONLINE BETTING

17,512 JACKPOT MACHINE ROOMS



Casino (SCPRs: 28,080, Foreigners: 157,229)

Singapore Pools Online Betting (SCPRs: 4,772, Foreigners: 9,808)

Jackpot Machine Rooms (SCPRs: 5,115, Foreigners: 12,397)

Data as of 30 June 2023

Data as of 30 June 2023

ACTIVE VISIT LIMITS

8,791

FAMILY VISIT
LIMITS

47



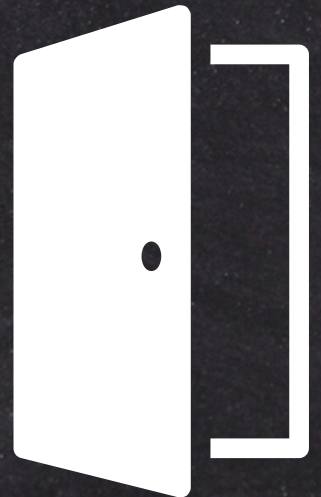
VOLUNTARY
VISIT LIMITS

3,225



THIRD-PARTY
VISIT LIMITS

5,519



There are 8,791 active visit limits in force with the largest group made up of individuals under the Third-Party Visit Limit regime, which limits the number of times financially vulnerable individuals can visit casinos within a month.

SECTION F

STRENGTHENING THE SUPPORT NETWORK FOR HELP-SEEKERS



Support group session at The Silver Lining Community Services Limited

Since 2020, NCPG has been working closely with Social Service Agencies (SSAs) to provide comprehensive support to individuals struggling with gambling addiction. 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.

As of December 2022, NCPG supports the Gambling Rehabilitation Programme run by six SSAs. They are Adullam Life Counselling, Arise2Care Community Services, Blessed Grace Social Services, The Silver Lining Community Services, One Hope Centre, and WE CARE Community Services.



“Because of my gambling addiction, I became a heartless and unfeeling person towards everyone, even my loved ones. It was only in 2014 when my prison counsellor brought me to BGSS support group that I started to change, it was the turning point in my life. I’m thankful that I can come to this big family and I have new friends, new activities and new direction in life.”

Sam, Client of Blessed Grace Social Services



“I feel that counselling therapy has helped me considerably. I am better at managing my triggers. It is to the credit of my counsellor for imparting the right values, such as to never do anything illegal, and to always help others when I can. Although I admit to slipping in the past in order to support a friend, I am now more equipped to work on my gambling cravings. Relationships with family members and friends have mended and improved.”

Nate, Client of WE CARE Community Services



SECTION G

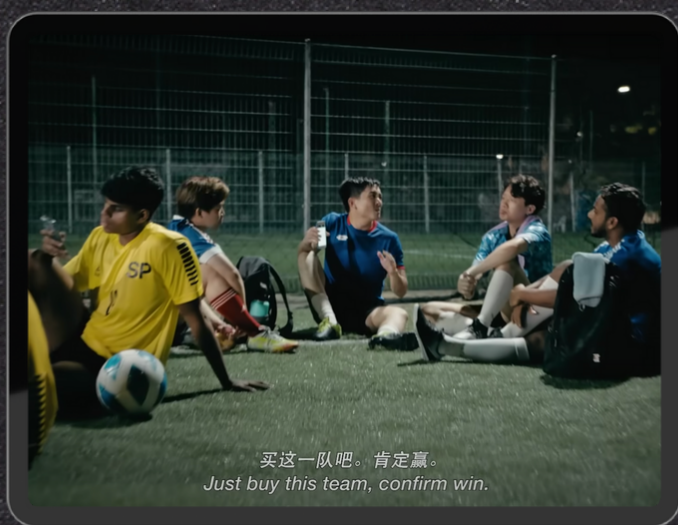
PUBLIC EDUCATION



AMPLIFYING PUBLIC AWARENESS OF PROBLEM GAMBLING AND HELP AVENUES

NCPG conducts a range of public education programmes and campaigns throughout the year to maintain high awareness of problem gambling and NCPG safeguards among Singaporeans. These efforts are aimed at educating both adults and youths about the risks associated with gambling and encouraging problem gamblers and their families to seek help.

Key Media Campaigns and Social Media Content



To address the expected peak in football betting activities during the 2022 FIFA World Cup season, NCPG launched a successful video campaign titled 'The World at His Feet'.

The video mimics football commentary to describe a gambler's experience from winning to disappointment, much like the ups and downs of a footballer on the field and portrayed the negative consequences that one could face from excessive football betting.

The video garnered a total of 32.5 million views in Singapore over the one-month campaign.



NCPG Campaign for 2022 FIFA World Cup campaign titled 'The World at His Feet'.



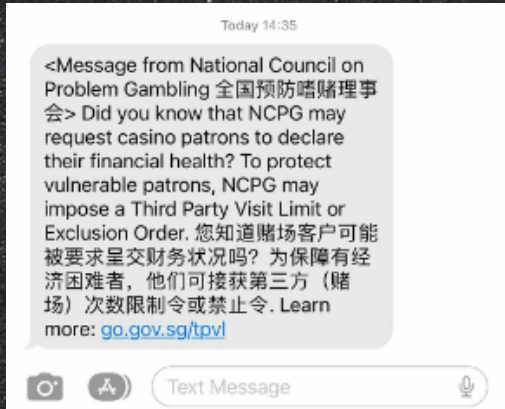


NCPG Chinese New Year video campaign, 'It's A New Year! Why Are You Still Gambling?'

As gambling activities peak during Chinese New Year season, NCPG runs a yearly campaign to remind Singaporeans of the potential gambling temptations and the availability of the NCPG help resources. The campaign, titled 'It's A New Year! Why Are You Still Gambling?' aired in 2022 and 2023.

NCPG employs social media to convey educational content to help individuals stay in control of their gambling behaviours. As the target audiences are youth and young adults, the approach is light-hearted and content is bite-sized and engaging with pieces such as 'Dos and Don'ts', 'Myth vs Fact', comics, games, contests, and reels.

Targeted Campaigns and Roadshows for Adults



Text message and digital banners received and seen by members of public on the Third Party Visit Limit and Exclusion Order



In addition to mass media campaigns, NCPG also introduces targeted campaigns aimed at educating the public on specific social safeguards. To increase public awareness and acceptance of NCPG's Third Party Visit Limit and Exclusion Order, a digital campaign targeting casino goers was rolled out during the year-end festive period.



A scene in one of the NCPG x Grab videos which educates on problem gambling and the importance of self-control.

NCPG also partnered Grab in its Corporate Social Responsibility efforts, to create a set of short educational video clips for its partner drivers and deliverymen.



In collaboration with Responsible Gambling Forum, the annual Responsible Gambling Awareness Week (RGAW) was held in November 2022.

A total of 26 roadshows were conducted at various gambling venues, including casinos, jackpot machine rooms in private clubs, and Singapore Pools branches/outlets.



Patrons engaged in interactive games to learn more about responsible gambling and took part in a self-assessment quiz to understand their gambling profile and take steps to gamble more responsibly. NCPG's helpline/webchat were also featured prominently in these roadshows.

Patrons engaging in interactive games to learn about responsible gambling



NCPG and Singapore Police Force's Casino Crime Investigation Branch (CCIB) collaborated on a project to educate foreign workers on casino-related crimes.

Encouraging foreign workers to apply for casino self-exclusion

The 'C.a.N ambassador network' program trained foreign workers from 30 dormitories to identify signs of gambling addiction and to assist peers in casino self-exclusion applications.



A casino crime and problem gambling prevention video was also produced. Since 2021, 12 outreach talks have been conducted for 3500 workers.

An outreach talk organised for foreign workers residing in dorms

Targeted Outreach and Social Media Content for Youths



NCPG x The Smart Local video where hosts were provided with betting temptations to 'grow' their allocated allowance.

Besides teaching youths about gambling prevention, NCPG also encourages them to take charge of their own finances. NCPG collaborated with The Smart Local to produce a video titled 'Singaporeans Try: Supervisors Live Off Interns' Allowance for 72 Hours', which educates youths on smart financial management and the consequences of not managing money properly, such as using the money for gambling.



Talk on problem gambling awareness and loot boxes at Singapore Police Force



'Cost of the Box' assembly talk at CHIJ St Nicholas Girls' School

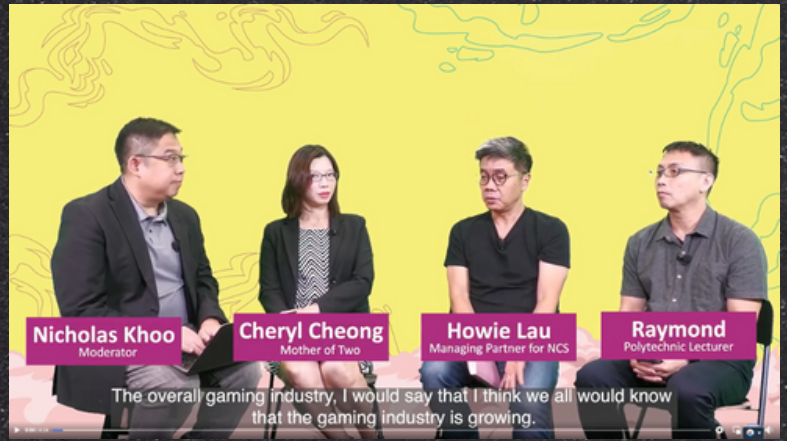


'Cost of the Box' workshop at Ang Mo Kio Secondary School

NCPG also conducts physical talks at school campuses and other youth institutes such as army camps, Singapore Police Force's Basic Training School.



Opening at Campus Legends Season 4



Parenting webinar on youth gaming habits and gambling risks in games moderated by Youth Subcom Chair, Mr Nicholas Khoo

To reach out to youths who game, NCPG partnered Singapore Cybersports & Online Gaming Association (SCOGA) for Campus Legends Season 4, an annual Inter-Tertiary Esports Tournament. A live parenting webinar aimed at promoting safe play was also held.



NCPG featured wall art at ITE College Central Esports Centre

Building on this partnership, NCPG also worked with SCOGA to develop an Esports centre at the ITE College Central.

The centre features an educational wall art installation by NCPG that highlights the dangers of skin betting and loot boxes, aimed at raising awareness among students.



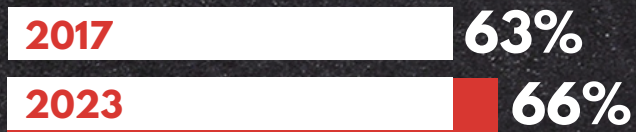
Students of ITE College Central attending Esports 101 module

NCPG also incorporated these messages in an Esports module for all ITE College Central students.

MEASURE OF SUCCESS FOR NCPG'S PUBLIC EDUCATION EFFORTS

Source: NCPG's campaign effectiveness survey among 500 Singapore residents aged 18 and above, 2023.

AWARENESS LEVEL OF NCPG



AWARENESS LEVEL OF PROBLEM GAMBLING

have risen from 72% in 2017 to

91% in 2023



AWARENESS LEVEL OF NCPG HELPLINE

54% in 2017 to

60% in 2023



NCPG WEBCHAT STARTED IN 2017

Awareness level of

20% in 2023



STRENGTHENING INTERNATIONAL RELATIONS THROUGH KNOWLEDGE SHARING

In July and August 2022, NCPG hosted delegates from Japan Casino Regulatory Commission (JCRC) and National Gambling Control Commission Korea (NGCC) respectively. The visits marked one of the first few exchanges after the reopening of borders. The delegates, along with representatives from Gambling Regulatory Authority (GRA), the Ministry of Social and Family Development (MSF) and NCPG, exchanged information on gambling regulations, implementation of social safeguards, public education efforts and responsible gambling practices.



Visit by the Japan Casino Regulatory Commission in July 2022

Japan delegation led by Mr Minoru Namiki, Secretary General, hosted by Mr Esa Masood, Deputy Secretary, Ministry of Social and Family Development and Ms Audrey Seah, Director of NCPG Secretariat



Visit by the National Gambling Control Commission Korea in August 2022

Korea delegation led by Dr Han Kong Sik, Commissioner (Head of Delegation) hosted by Mr Esa Masood, Deputy Secretary, Ministry of Social and Family Development, Mr Ee Kiam Keong, Deputy Chief Executive, Gambling Regulatory Authority and Ms Audrey Seah, Director of NCPG Secretariat

ACKNOWLEDGEMENTS

The National Council on Problem Gambling would like to thank the following partners for their support and assistance.

Adullam Life Counselling
Association of Muslim Professionals
Arise2Care Community Services
Ascending Hope Community Services
Blessed Grace Social Services
Changi General Hospital
Credit Counselling Singapore
Fei Yue Community Services
Gambling Regulatory Authority
Grab Singapore
Housing & Development Board
Institute of Mental Health
Institute of Technical Education
Migrant Workers' Centre
Ministry of Home Affairs
Ministry of Manpower
Ministry of Social and Family Development
National Addictions Management Service
National Crime Prevention Council
One Hope Centre
People's Association
Singapore Cybersports and Online Gaming Association
Singapore Police Force
The Resilienz Clinic
The Silver Lining Community Services
Thye Hua Kwan Centre for Family Harmony @ Circuit
Tote Board Singapore
WE CARE Community Services



**www.ncpg.org.sg (access webchat and e-Services here)
National Problem Gambling Helpline: 1800-6-668-668**

Our Helpline and Webchat are available daily from 8am to 11pm.

CONTACT US

NCPG Secretariat

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www.facebook.com/NCPG.Singapore

www.instagram.com/ncpg.singapore