

The cover features a dark blue background with several overlapping circles in shades of teal, light blue, orange, and yellow. A large light blue circle with a dark blue border is the central focus, containing the title text. At the bottom, a silhouette of a city skyline with a Ferris wheel is visible against the dark blue background.

ANNUAL REPORT 2014/2015

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ABOUT NCPG

The NCPG is a Council comprising 15 members with expertise in psychiatry, psychology, social services, counselling, legal, rehabilitative as well as religious services. The Council began in August 2005 and it has now completed its fifth term. The tenure for each term is two years.

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

• To support and implement effective programmes with regard to:

- + Public education and outreach on problem gambling prevention and rehabilitation;
- + Public communication and consultation with stakeholders on gambling related issues;
- + Responsible gambling practices by gambling operators;
- + Research into problem gambling;
- + Information, referral and treatment services for problem gamblers and their families.

MSF provides Secretariat support to the Council.

CHAIRMAN'S MESSAGE

It seemed not so long ago when NCPG was set up to handle the issue of problem gambling in Singapore. Today, we have completed our tenth year in addressing this important social issue.

NCPG has continued to raise awareness of problem gambling, and encourage more people to seek help. Our new WebChat was set up in September 2014 to cater to those who prefer the anonymity of seeking help online. We are heartened that in the past year, the WebChat has been well received by members of the public. On the social safeguards front, we introduced an online centralised Self-Exclusion service which allows individuals to exclude themselves from private jackpot clubs, in addition to Self-Exclusion from casinos. Convenient digital access for greater self-control is the new technology imperative.

Our gambling participation survey shows that 50% of probable problem gamblers start to gamble regularly before the age of 25. To reverse this trend, NCPG will introduce upstream measures like preventive messages to educate our youth. For example, NCPG partnered with Nanyang Polytechnic in 2015 to organise the 10th Singapore Games Creation Competition. The competition was an

"Our gambling participation survey shows that 50% of probable problem gamblers start to gamble regularly before the age of 25."

excellent platform to engage secondary school students to create video games aimed at teaching about the dangers of problem gambling in a fun and interactive way.

We have also begun to embed problem gambling awareness messages into Cyber Wellness programmes to highlight the insidious dangers of online gambling addiction among youth.

While more people are now willing to discuss the topic of problem gambling, it is still important to encourage meaningful dialogue and community interest in protecting Singaporeans

from the harm of problem gambling. We recognise that there is still much that we can do and we look forward to the continued support of our stakeholders in the coming years.

On a personal note, this is my last message as Chairman of the NCPG. It has been a personally rewarding experience. I am happy that NCPG will strengthen work done over the years and continue striving to minimise the harm caused by problem gambling.

May we continue to be committed, courageous and innovative in protecting our people from the harmful effect of problem gambling. It has been an honour and privilege to serve as a member of the NCPG.

Thank you.



Mr Lim Hock San
Chairman
(Sep 2005 - Aug 2015)

President and CEO,
United Industrial Corporation Ltd



COUNCIL MEMBERS



Mr Lim Hock San
Chairman
Aug 2005 – Aug 2015

President and CEO,
United Industrial Corporation Ltd



Mr Amrin Amin
Member
Aug 2013 – Aug 2015

Lawyer,
Watson, Farley and Williams



Professor David Chan
Member
Aug 2005 - Present

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



Mr Kua Soon Khe
Member
Aug 2013 - Present

Chief Executive,
Singapore Buddhist Federation



Ms Annie Lee
Member
Aug 2013 - Present

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



Mr Tan Kian Hoon
Member
Aug 2005 - Present

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



Mr Ling Kin Huat
Member
Aug 2013 - Present

Vice President,
Taoist Federation (Singapore)



A/P Long Foo Yee, Fred
Member
Aug 2007 – Present

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



Mr Ng Seng Liang
Member
Aug 2011 – Aug 2015

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



Dr Lim Yun Chin
Member
Aug 2007 - Present

Consultant Psychiatrist,
Raffles Counselling Centre,
Raffles Hospital



Dr Andrew Peh Lai Huat
Member
Aug 2011 – Aug 2015

Senior Consultant, Department of Psychological Medicine,
Changi General Hospital



Mr Gerald Balendran Singham
Member
Aug 2011 - Present

Partner,
Rodyk & Davidson LLP



Mdm Teo Lin Lee
Member
Aug 2013 - Present

Company Director,
Meishin International



Mr P Thirunal Karasu
Member
Aug 2013 - Present

Director,
Singcorp International Pte Ltd



Professor Brenda Yeoh
Member
Aug 2013 - Present

Dean, Faculty of Arts and Social Sciences,
National University of Singapore

KEY MILESTONES

(SEPTEMBER 2014 – AUGUST 2015)

**September
2014**

Launch of 24/7 WebChat



**February
2015**

Release of Report on the Survey on Participation in Gambling Activities among Singapore Residents 2014.

May 2015

- Launch of consolidated Self-Exclusion application e-Service for Singapore Citizens/ Permanent Residents.
- Introduction of a simplified Self-Exclusion application form.
- Collaboration with Nanyang Polytechnic to organise the 10th Singapore Games Creation Competition (SGCC).

April 2015

Launch of "Take Control of Issues Arising from Problem Gambling" handbooks, which provide legal and financial help information to help seekers through Family Service Centres, Social Service Offices and Voluntary Welfare Organisations.

August 2015

Launch of Getai performance focused on the harms of problem gambling and Self-Exclusion, featuring popular Getai veterans, Wang Lei and Ru Ping.

RESEARCH

In February 2015, NCPG released the report on the nation-wide "Survey on Participation in Gambling Activities among Singapore Residents 2014". This study has been conducted every three years since 2005. This is the second study conducted after the opening of the casinos in Singapore in 2010.

Comparison of Prevalence rates between the 2011 survey and the 2014 survey

The study found that gambling participation rates for Singaporean residents aged 18 and above remained largely stable at 44% in 2014, compared to 47% in 2011. The probable pathological and problem gambling rates for Singaporean residents had declined from 2.6% in 2011 to 0.7% in 2014. However, the study found that the proportion of frequent gamblers among probable pathological gamblers (PPGs) increased from 68% in 2011 to 83% in 2014. The proportion of PPGs who reported picking up a regular gambling habit before the age of 18 also increased from 5% in 2011 to 17% in 2014. PPGs were also found to have poorer self-control in gambling and faced more family problems arising from gambling.

Key focal areas arising from the survey

The gambling behaviour of PPGs remains a cause for concern. NCPG will expand outreach efforts beyond problem gamblers and their families, and intensify upstream preventive education for youth. NCPG will also work towards improving the accessibility of help and treatment services for pathological and problem gamblers, to encourage those affected by problem gambling to come forward to seek help.

2011 **47%** 

2014 **44%** 

Gambling participation rates for Singaporean residents aged 18 and above

2011 **2.6%** 

2014 **0.7%** 

Probable pathological and problem gambling rates for Singaporean residents

2011 **68%** 

2014 **83%** 

Frequent gamblers among probable pathological gamblers (PPGs)

2011 **5%** 

2014 **17%** 

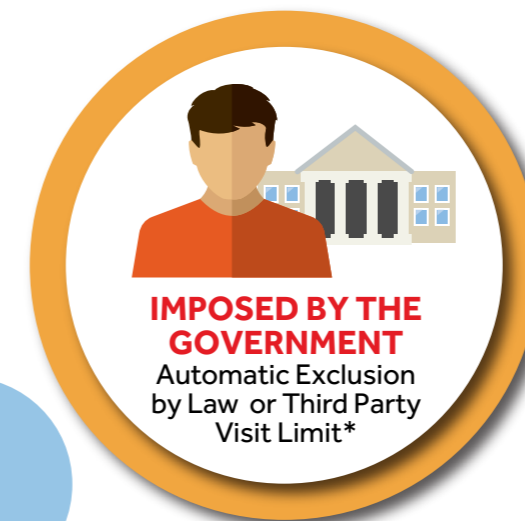
PPGs picking up a regular gambling habit before the age of 18

CASINO EXCLUSIONS AND VISIT LIMITS

Since its introduction in 2009, the provision of Casino Exclusions continues to be a key safeguard in NCPG's efforts to protect the community from the harm of problem gambling. These safeguards were further enhanced in 2013 with the introduction of Casino Visit Limits, which provides individuals and families the option of setting a limit on the number of visits to the casino in a month.

This year, NCPG continued to streamline and expand its Casino Exclusion and Visit Limit services. The process for Casino Self-Exclusion was simplified and the time taken to process each application was shortened. Under the revised procedure, applicants only need to submit their NRIC number and a valid contact number for verification.

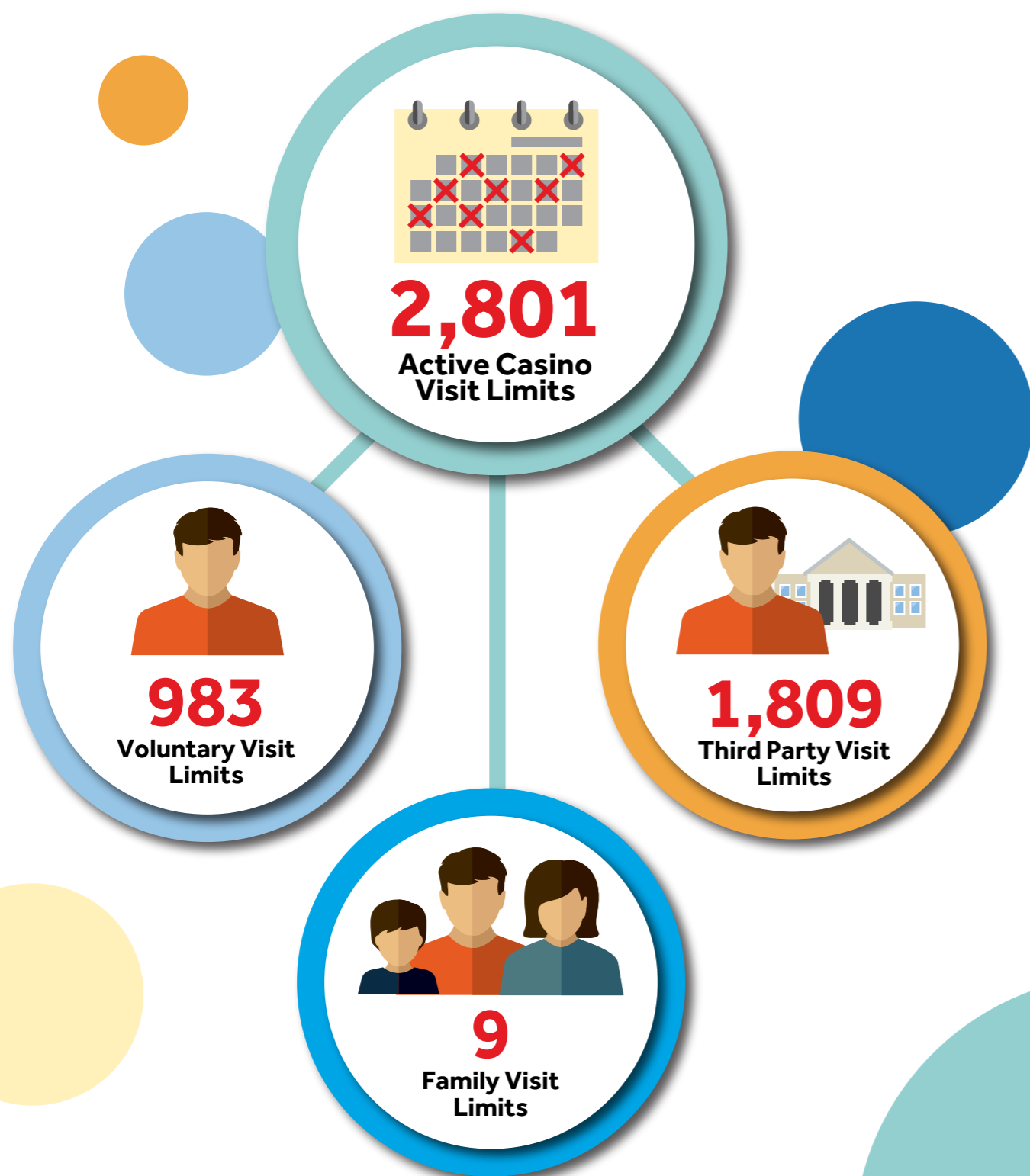
NCPG also launched a new consolidated Self-Exclusion application e-Service to facilitate group application for Self-Exclusion. Under this initiative, organisations and corporations can submit online applications on behalf of their members or employees who are Singapore Citizens/Permanent Residents.



*The Third Party Visit Limit protects the financially vulnerable from the harm of casino gambling. Individuals who visit the casinos frequently may be asked to attend an interview with NCPG and provide information on their financial situation.

Active Casino Visit Limits as at 30 September 2015

As at 30 September 2015, 2,801 casino visit limits were issued. A total of 3,966 individuals were notified under Third Party Visit Limit, of which 1,809 were imposed with a Third Party Visit Limit. There were 983 Voluntary Visit Limits and 9 Family Visit Limits.



Active Casino Exclusions as at 30 September 2015

As at 30 September 2015, 272,534 casino exclusions were issued. Foreigner self-exclusions made up more than 90% of the current active 223,020 self-exclusions. Family exclusions totalled 2,045. There were 47,469 automatic exclusions by law due to the following reasons: undischarged bankrupts, persons with HDB rental arrears of 6 months or more, and persons receiving financial or legal aid assistance from the Government.



PUBLIC EDUCATION

NCPG's public education efforts included new outreach efforts to youth and the elderly, and advertising to raise awareness of problem gambling.

MEDIA CAMPAIGN

Chinese New Year 2015

NCPG's "Stop Problem Gambling" campaign took place during the Chinese New Year (CNY) period from January to February 2015. The campaign ran on all major forms of traditional media (Television, Radio and Print) as well as platforms such as cinemas, bus stop shelters and online. The "Piggy Bank Girl" television commercial continued to remind the public to gamble within their means during the festive season.

For the second year running, NCPG also collaborated with U-Shine to roll out a month-long problem gambling awareness programme via radio station, UFM 100.3, as part of its CNY campaign. The programme consisted of a series of four interviews with NCPG's Problem Gambling Ambassadors, and counsellors dealing with problem gambling and youth cyber wellness. The programme was well received by members of the public and provided added insight into the issue of problem gambling.



Targeted Advertisements

NCPG continued its targeted advertising efforts via specific platforms such as horseracing publications and at cruise centres such as Harbourfront and Tanah Merah.

In 2015, NCPG expanded its outreach at cruise centres to include the newly opened Marina Bay Cruise Centre in 2015. With strategic advertising placements at key areas of the cruise centres, namely

the arrival and departure gates and at cruise registration areas, NCPG sought to provide timely reminders to potential gamblers - to gamble within their means and not cause harm to themselves or their families.

To tackle the issue of soccer betting, NCPG renewed its annual collaboration with the Football Association of Singapore (FAS) to ensure continued NCPG presence during all local S-League matches, and matches played by the national team. As part of the collaboration, FAS distributed NCPG co-branded collateral at all soccer matches held in Singapore, as well as on ticketing platforms during the 2015 Suzuki Cup.



COMMUNITY OUTREACH

Getai Outreach

The annual Getai outreach has been one of NCPG's key community outreach initiatives since 2009. This year, NCPG reached out to some 150,000 people through announcements and distribution of collateral at 30 Getai shows islandwide during the month long Hungry Ghost Festival in August.

As an expansion of its Getai outreach, NCPG collaborated with popular veteran Getai emcees, Wang Lei and Ru Ping, to develop a skit in Mandarin, which highlighted the dangers

of problem gambling and encouraged individuals to seek help for themselves or their family. The skit also raised awareness of Casino Self-Exclusion and the need for individuals to take responsibility and practise self-control.

The pilot skit was performed at a community event and was well received by members of the public, who found the skit entertaining and the message easy to understand. NCPG intends to expand the programme in 2016.

Senior Problem Gambling Prevention Ambassadors by YAH!



The YAH! Problem Gambling Prevention Ambassador programme, funded by NCPG, raised its number of senior volunteers to 82 this year. At the annual Responsible Gambling Awareness Week (RGAW), held from 24 to 31 July 2015, Problem Gambling Prevention Ambassadors from YAH! were on site to promote responsible gambling habits to patrons via roadshows at various gambling venues.

Apart from supporting NCPG during the RGAW 2015, the YAH! Ambassadors also reached out to some 100,000 people this year at 94 community outreach events. They also developed and piloted a problem gambling awareness skit highlighting the dangers of problem gambling and its consequences on individuals, their family and friends.

The YAH! programme continues to be one of NCPG's key initiatives to reach out to the community.

NCPG Problem Gambling Awareness Outreach Talks

NCPG conducted a total of 60 talks and roadshows as part of its Corporate Outreach initiatives. Apart from a year-long collaboration with ComfortDelGro to conduct weekly talks to its pool of taxi drivers, NCPG conducted talks at organisations such as SmartFlex and Millennium Hotels. The talks focused on how to identify the signs of problem gambling and ways to encourage someone who may have a gambling problem to seek help.

As part of its foreign worker outreach initiatives, NCPG collaborated with Keppel Housing to run a series of talks and roadshows at all its dormitories, to highlight the dangers of problem gambling to foreign workers and to raise awareness of the Casino Self-Exclusion scheme.



YOUTH OUTREACH

This year, NCPG increased its focus on youth outreach as part of efforts to move towards more upstream and preventive programmes. Together with new partners, NCPG launched a series of projects aimed at engaging youths from secondary schools and institutes of higher learning in an interactive and engaging manner, to educate them on the theme, "The Odds are Never in your Favour".

10th Singapore Games Creation Competition (SGCC) 2015

NCPG collaborated with Nanyang Polytechnic's School of Interactive and Digital Media to organise the 10th Singapore Games Creation Competition (SGCC) on 27th May 2015. Council member, Mr Tan Kian Hoon, was the Guest-of-Honour for the event.

The competition required participants to create a web-based game according to three key themes related to problem gambling. The games were to help members of the public understand problem gambling issues better in a fun and interactive manner.

To ensure that all participants were equipped with basic knowledge of problem gambling issues, NCPG conducted a talk on problem gambling to all 531 participants from a total of 49 schools. The participants included both secondary school and Institute of Technical Education (ITE) students. In addition, workshops were conducted by NYP to aid the students in game development.

A total of 109 games were submitted at the end of the competition. Many of the teams displayed a keen understanding of problem gambling issues and were able to develop games which were both fun yet conveyed a strong message of problem gambling prevention.

The overall winner was from NUS High School of Mathematics and Science, (420Glitches). Their quest-based game was both comprehensive, thought-provoking and focused largely on taking the player through the various ways to seek help for problem gambling.

Through this event, students were given the opportunity to think in-depth about problem gambling issues, and raise awareness among their peers. Following the success of the competition, NCPG intends to explore the development of the winning games for future youth outreach initiatives.

Cyber Wellness Programmes

With youths today becoming more tech savvy, NCPG recognised that it is important to increase awareness of potential online gambling addiction via Cyber Wellness Programmes.

NCPG renewed its partnership with TOUCH Cyber Wellness to bring gambling prevention messages to students and parents through a series of Cyber Wellness talks and workshops. The talks aim to raise awareness among students on the dangers of cyber addiction and online gambling through social media and equip them with practical skills to make the right choices. The parent workshops aim to educate parents on the games their children were playing or exposed to (especially gambling or gambling-like games), the impact of gamification, and how to recognise the signs of cyber addiction as well as practical sources of help available. To

date, the TOUCH Cyber Wellness programme has reached some 6,000 students and 5,500 parents.

As part of the efforts to tackle online gambling among youth, NCPG developed a Youth Gambling Prevention Programme in partnership with Fei Yue Community Services. Titled "Game Theory", the programme included the development of school assembly talks and roadshows on the topic of online gambling and focused on the odds of winning. To better engage the students, Fei Yue developed a video showing the dangers of online gambling, as well as an interactive website - www.gametheory.sg, to provide youths with a dynamic platform to learn more about the topic of problem gambling and ways to seek help in a fun and interactive manner.



HELP SERVICES

The National Problem Gambling Helpline has received an average of 21,000 calls annually. To make help services more accessible, NCPG worked with the National Addictions Management Service (NAMS) to roll out a new Webchat counselling service in September 2014. Over the past year, response has been positive with over 1,300 people seeking help via the Webchat since the service was introduced.



In the past year, the number of people seeking help at NCPG's appointed help centres (Thye Hua Kwan Problem Gambling Recovery Centre and the National Addictions Management Service) was over 900, an increase of 12.5% as compared to the previous year.

In addition, as part of the referral process under the casino safeguards regime, more than 1,200 NCPG clients have participated in some form of psycho-education or counselling sessions with the appointed centres.



Capability Development and Training

Two runs of the "Problem Gambling Intervention Certificate" (PGIC) programme were conducted in March and August 2015 respectively. Conducted by the National Addictions Management Service (NAMS), the programme equips caseworkers, social workers, counsellors and volunteers who may interact with potential problem gamblers or their family members, with the necessary intervention skills to handle problem gambling issues. A total of 129 individuals have obtained the certification since the programme was introduced in July 2012.

Conducted by MCYC, the programme informed and equipped school counsellors with knowledge of problem gambling identification and brief intervention techniques. At least 60 youth and school counsellors have been certified to conduct their own gambling prevention programmes in schools.

The "Youth Gambling Prevention and Intervention Curriculum for School Counsellors" was conducted in May 2015. The programme was jointly developed by NCPG and MCYC Community Services Society (MCYC).

As part of efforts to raise awareness and accessibility of NCPG's Legal and Financial Advisory Services (LFAS), a new handbook, titled "Take Control of Issues Arising from Problem Gambling", was rolled out in April 2015. The handbook provides basic legal and financial advice to members of the public who may be affected by problem gambling. The handbook was disseminated to all Family Service Centres (FSCs), Social Service Offices (SSOs) and selected Voluntary Welfare Organisations (VWOs).

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: 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: lfstj@lakeside.org.sg

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



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Casino Regulatory Authority

ComfortDelGro Corporation Limited

Credit Bureau Singapore

DP Info Group

Football Association of Singapore

Fei Yue Community Services

Healthway Medical Pte Ltd

Housing Development Board

Institute of Mental Health

K Box Pte Ltd

Keppel Housing Pte Ltd

Koufu Pte Ltd

Lakeside Family Services

LEX Entertainment (S) Pte Ltd

MCYC Community Services Society

Migrant Workers' Centre

Ministry of Health

Ministry of Home Affairs

Ministry of Law

Ministry of Manpower

Ministry of Social and Family Development

Ms Elizabeth Pang

Nanyang Polytechnic

National Crime Prevention Council

National Addictions Management Services

National University of Singapore

Premier Taxis Pte Ltd

Responsible Gambling Forum

Singapore Police Force

Singapore Polytechnic

Singapore Press Holdings Pte Ltd

TOUCH Cyber Wellness

The People's Association

The Resilienz Clinic

Thye Hua Kwan Problem Gambling Recovery Centre

Woodlands Citizen's Consultative Committee

YAH!



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