

ANNUAL REPORT

2013/2014

NCPG
NATIONAL COUNCIL
ON PROBLEM GAMBLING

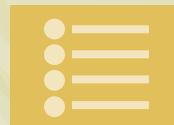




TABLE OF CONTENTS



ABOUT NCPG

03



CHAIRMAN'S MESSAGE

04



NCPG AT A GLANCE

06



KEY MILESTONES

08



THE YEAR IN REVIEW

10



LOOKING FORWARD

19



OUR PARTNERS

20



ACKNOWLEDGEMENTS

21



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's first two-year term began on 31 August 2005, and it is now in its fifth term.

OUR MISSION

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

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 communications and consultation of 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.

CONTACT US

NCPG Secretariat

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CHAIRMAN'S *message*

Research studies show that up to nine other persons could be adversely affected by an individual's problem gambling behaviour. These affected individuals could be family members, friends or colleagues who suffer negative consequences of financial, emotional, psychological or even physical hurt. Consequently, easy access to and availability of problem gambling-related resources and help services are of utmost importance and merits NCPG's close attention.

Over the past year, NCPG's emphasis has been to increase the accessibility and availability of help resources, and to enhance public education efforts. NCPG improved existing social safeguards against problem



gambling and streamlined its exclusion application processes. In collaboration with the Responsible Gambling Forum (RGF), NCPG launched a centralised self-exclusion system for non-casino gambling operators on 5 May 2014. Under this scheme, individuals may exclude themselves from casinos and other participating non-casino gambling venues through a single application. Applications can be made online, via mail or in person at the NCPG office.

The Council continued its efforts to help problem gamblers and their families through public education and outreach efforts. NCPG brought back its original and most popular television commercial, commonly known as the "Piggy Bank

Girl", during the 2014 Chinese New Year period. A media campaign for the World Cup 2014 was also launched, with the theme "Kick the Habit. Stop Problem Gambling", garnering more than a million views on YouTube. These campaigns served as a reminder to the public not to let excessive gambling harm themselves or their loved ones. NCPG also revamped its website (www.ncpg.org.sg) in February 2014 to allow interactive user interface and provide members of the public with easy access to information.

May 2014 marked the launch of the Responsible Gambling Awareness Week, a key initiative by the RGF and co-sponsored by NCPG. This joint event signified the continued collaboration among gambling

operators and the community to focus on responsible gambling issues.

A multi-faceted approach is necessary to tackle problem gambling – one that integrates the efforts of industry support, community involvement and government intervention. NCPG will continue to leverage and cooperate with the relevant agencies and voluntary groups to strengthen its public education efforts on problem gambling, and increase publicity for the problem gambling helpline and other help services.

Mr Lim Hock San
Chairman



NCPG AT A GLANCE

CHAIRMAN



Mr Lim Hock San

President & CEO, United Industrial Corporation Ltd

COUNCIL MEMBER



Mr Amrin Amin

Lawyer, Watson, Farley & Williams Asia Practice LLP

COUNCIL MEMBER



Professor David Chan

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

COUNCIL MEMBER



Mr Kua Soon Khe

Chief Executive, Singapore Buddhist Federation

NCPG AT A GLANCE

COUNCIL MEMBERS
(5TH TERM)

COUNCIL MEMBER



Mr Ng Seng Liang

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

COUNCIL MEMBER



Dr Andrew Peh Lai Huat

Senior Consultant, Department of Psychological Medicine, Changi General Hospital

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



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A/P Long Foo Yee, Fred

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



Mr Tan Kian Hoon

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



Mdm Teo Lin Lee

Company Director, Meishin International



Mr P Thirunal Karasu

Director, Singcorp International Pte Ltd



Professor Brenda Yeoh

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

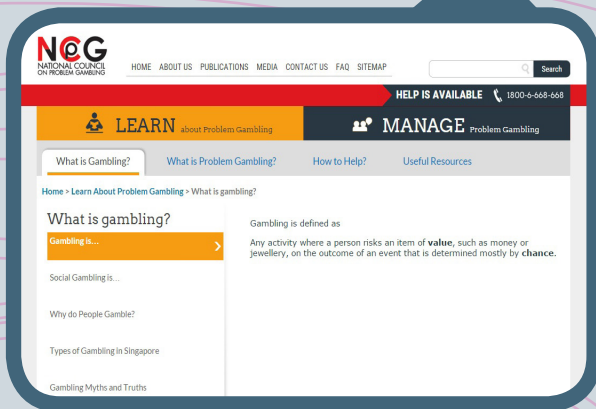


KEY MILESTONES

KEY MILESTONES

SEPTEMBER
2013

NCPG website
was revamped
and re-launched.



FEBRUARY
2014



Improved application process
for Self-Exclusion revocation
to include online referrals for
harm assessment.



Streamlined process to include
online submissions of Family
Exclusion Order applications by
NCPG's appointed agencies.

MARCH
2014



- NCPG co-sponsored the launch of the inaugural Responsible Gambling Awareness Week on 5 May 2014, organised by the Responsible Gambling Forum.

Together with NAMS, NCPG started pilot testing a WebChat counselling service.



MAY
2014

JUNE
2014

AUGUST
2014



Launched the centralised self-exclusion system for participating non-casino gambling operators, in collaboration with the Responsible Gambling Forum.



**"I hope Germany wins.
My dad bet all my savings on them."**

Often, the people who suffer from problem gambling aren't the gamblers.

**KICK THE HABIT. STOP PROBLEM GAMBLING.
CALL 1800-6-668-668.**

NCPG
NATIONAL COUNCIL
ON PROBLEM GAMBLING

- Launch of NCPG World Cup Campaign 2014.



CASINO EXCLUSIONS AND VISIT LIMITS

CASINO VISIT LIMITS



Casino VISIT LIMITS, which limit the number of visits an individual can make to the casinos in a month, were launched on 1 June 2013 to protect the financially vulnerable from the harm of casino gambling.



There are three types of Casino VISIT LIMIT:

- A. Voluntary Visit Limit**
- B. Family Visit Limit**
- C. Third Party Visit Limit**

AS AT 30 SEPTEMBER 2014, THERE WERE



581
Voluntary
Visit Limits



4
Family
Visit Limits



2,711
Individuals notified
under the **Third
Party Visit Limit**

970

imposed with a
Third Party Visit Limit

1,044

not issued
a Visit Limit

697

under review



CASINO EXCLUSIONS



Casino EXCLUSIONS, first introduced in 2009, prohibit individuals from entering the casinos in Singapore.

There are three types of Casino EXCLUSION:

A. Self-Exclusion B. Family Exclusion C. Automatic Exclusion

AS AT 30 SEPTEMBER 2014, THERE WERE



228,183
Casino Exclusions



179,599 Self-Exclusions



46,747 Automatic Exclusions
(Undischarged bankrupts and persons receiving financial assistance from Government)



1,837 Family Exclusion Orders
(Issued since 31 January 2013)

165,158
Foreigners

14,441
Singaporean & PRs

Latest Developments for Casino Exclusions and Visit Limits



With SingPass

Without SingPass



Referral Letter
Online Download



Contact NCPG for
Appointment and
Referral Letter

The application to revoke Self-Exclusion was enhanced to provide an alternate option for individuals to submit their applications. Individuals who have been on Self-Exclusion for over a year can now use their SingPass to download a referral letter online and make his/her appointment for harm assessment at our appointed agencies directly. Individuals who do not have a SingPass will be required to contact NCPG for an appointment and referral letter.



Online Submissions



Appointed Agencies

The application process for Family Exclusion Orders was also streamlined to allow appointed agencies to submit the applications online to NCPG. This enhancement has resulted in greater efficiency and reduced processing time for the application of Family Exclusion Orders.



THE YEAR IN REVIEW

Responsible Gambling Awareness Week 2014

5TH MAY 2014

GUEST-OF-HONOUR:

Mr Chan Chun Sing

Minister for Social and Family Development

Brought to you by:

Responsible Gambling Forum



**Mr John Luff from the World Lottery Association
was invited as the keynote speaker.**





Responsible Gambling Forum

Responsible Gambling Awareness Week

This year, NCPG worked with the Responsible Gambling Forum (RGF) to co-sponsor the inaugural Responsible Gambling Awareness Week (RGAW), held from 5 to 10 May 2014. The event was launched at the Marina Bay Sands on 5 May 2014 and was graced by Mr Chan Chun Sing, Minister for Social and Family Development. Mr John Luff from the World Lottery Association was invited as the keynote speaker. NCPG's YAH! Problem Gambling Prevention Ambassadors as well as volunteers from Thye Hua Kwan Problem Gambling Recovery Centre and National Addictions Management Service, were active during the RGAW, working with NCPG officers to host week-long roving roadshows at venues of major gambling operators to engage patrons and raise their awareness on responsible gambling.



New Centralised Self-Exclusion System

Riding on the NCPG-administered Casino Exclusions system, the RGF introduced a centralised self-exclusion system for participating non-casino gambling operators on 5 May 2014. Under the new scheme, individuals may exclude themselves from the casinos and other non-casino gambling venues in a single application. Centralised self-exclusion is now available at 24 non-casino operators. More operators are expected to come onboard in future.

Comprehensive Training

Responsible gambling education to operators was further strengthened this year, with focus on industry initiation of capability building among their staff. On 17 June 2014, Resorts World Sentosa (RWS) carried out a training session for staff of private lottery clubs, using a customised training curriculum voluntarily developed by RWS. Such training serves to equip more operators with the relevant know-how to effectively implement responsible gambling measures.





PUBLIC EDUCATION



Our public education efforts comprise media campaigns and advertising, as well as outreach initiatives to the community. The objectives are to raise awareness of the harm of problem gambling, and to encourage those affected to seek help via the National Problem Gambling Helpline.



CHINESE NEW YEAR 2014 MEDIA CAMPAIGN

NCPG brought back its first and most popular commercial, commonly known as the "Piggy Bank Girl", for a successful Chinese New Year campaign run from 29 January to 20 February 2014, with the tagline, **"Protect Your Family. Stop Problem Gambling"**. The campaign served as a reminder to the public not to let excessive gambling harm themselves or their families during the festive season.



WORLD CUP 2014 MEDIA CAMPAIGN

NCPG launched a second media campaign from 12 June to 22 July 2014 for the World Cup 2014 with the theme, **"Kick the Habit. Stop Problem Gambling"**. The campaign, which highlighted the impact of problem gambling on loved ones, went viral on social media platforms. The TV commercial garnered a million views on YouTube. NCPG also shared problem gambling awareness messages with about **1,000 members** of the public through participation in a World Cup Village that hosted live screenings at ION Orchard from 13 June to 13 July 2014.



TARGETED ADVERTISEMENTS

To complement its media campaigns, NCPG launched a new series of targeted advertisements at Singapore Cruise Centre @ Harbourfront, Tanah Merah Ferry Terminal and in horseracing guide publications. Based on a cause-and-effect concept, these advertisements serve as a timely reminder to those who gamble on cruise ships and horseracing not to get carried away and let their gambling affect their loved ones.





ON-GROUND COMMUNITY INITIATIVES

NCPG continued to reach out to the community at large through its annual *Getai* outreach during the Lunar Seventh month activities in the heartlands. This year, some **150,000 heartlanders** received problem gambling awareness messages, through outreach and collaterals at **30 *Getai* shows** islandwide.



Our Problem Gambling Prevention Ambassador Programme, run by YAH! (Young-At-Heart), trained **75 seniors** to conduct outreach at numerous community events and roadshows. Our Ambassadors reach out to problem gamblers and their families through the use of skits, games and collaterals.



NCPG also conducted **150 outreach talks and roadshows** to organisations, such as the Council for Third Age, Comfort Del-Gro, Far East Organisation and OCBC Bank. The talks aim to increase awareness of NCPG and provide individuals with the necessary information needed to identify the signs of problem gambling and to help someone who may have a gambling problem.

NCPG also renewed its stalwart partnership with the Football Association of Singapore (FAS), to provide targeted outreach to those who engage in sports/soccer betting. The FAS has supported NCPG over the past years through the placement of banners and distribution of collaterals with problem gambling awareness messages at various S-League stadium venues.



REVAMP OF NCPG WEBSITE

NCPG's website (www.ncpg.org.sg) was given an overhaul in February 2014. The new site boasts improved navigation menus and user experience to better cater to the needs of those facing gambling-related issues. In addition to a more vibrant look and feel, the new website also includes more resources on problem gambling such as tips on spotting signs of problem gambling, information on the different help avenues available in Singapore and step-by-step instructions on how to apply for Casino Exclusion and Visit Limit. Since its revamp, the NCPG website has received more than **27,000** page views.





youth outreach



In 2013, NCPG embarked on a series of new youth projects with new partners as part of our development and expansion of interactive upstream education to secondary schools and institutes of higher learning.

Youth Gambling Experiential Workshop

Apart from working with new partners, NCPG also conceptualised and developed its own in-house Youth Gambling Experiential Workshop, to educate youths on the risk and protective factors of gambling and problem gambling through an interactive 'crime-solving' activity.

Students were tasked with uncovering the reason why the protagonist, David Tan, had gone missing through interviews with his father, best friends and ex-employer. Students were also given evidence to aid them in solving the mystery of his disappearance. Through their investigation, youths would understand how one can start out in gambling, and how gambling addiction develops.

The pilot was conducted at West Spring Secondary School for a class of Secondary Three students in 2014. Following the pilot run, NCPG is currently tweaking and refining the programme and will continue to pilot test the programme in more schools in 2015.

NCPG also developed a series of youth specific collaterals, with the message "The Odds Are Never In Your Favour", for distribution at youth outreach events.





Gambling Prevention Programmes with TOUCH Cyber Wellness and Fei Yue Community Services

The Youth Gambling Prevention Programme by TOUCH Cyber Wellness weaves in problem gambling awareness messages into existing cyber wellness programmes for secondary school students. The programme highlights the dangers of remote gambling and provides measures on how to safeguard against the lure of online gambling. Parents are also able to attend a corresponding parent workshop, to learn about the games their children

are playing and how to ensure good cyber wellness habits in their children.

NCPG is also working with Fei Yue Community Services to develop a gambling prevention assembly programme, which includes a complementary youth interactive website. The programme consists of a series of videos which address the myths surrounding gambling and focuses on how the odds of winning through gambling are never in the favour of the player.

Citi-SMU Financial Literacy Programme 2014

In 2014, NCPG collaborated with the Singapore Management University, to develop a problem gambling module to be incorporated into their existing Citi-SMU Financial Literacy Programme, a financial education programme for young adults between the ages of 17 to 30.

The resulting module was completed in February 2014 and included a problem gambling prevention workshop curriculum developed from a wealth management perspective. NCPG conducted a training session for 35 student trainers on 25 February 2014 at SMU. SMU student

trainers conducted the workshop to 350 ITE College West students from 13 to 15 August 2014.

NCPG also participated in the inaugural Citi-SMU Financial Literacy Awareness Day on 29 August 2014, conducting 4 seminars on problem gambling to about 120 ITE West students. SMU is now working with NCPG to continue the collaboration for the Citi-SMU Financial Literacy Programme in 2015.



HELP SERVICES

Over the past 12 months, NCPG's appointed problem gambling help centres, Thye Hua Kwan Problem Gambling Recovery Centre (THKPGRC) and the National Addictions Management Service (NAMS), have seen close to 800 clients. NCPG also provides information on other non-affiliated problem gambling help centres in Singapore via the NCPG website.



**THYE HUA KWAN
MORAL CHARITIES**
太和观慈善机构
存心濟世 服務萬人 • TO SERVE MANKIND



**OTHER NON-AFFILIATED
PROBLEM GAMBLING
HELP CENTRES**



**24/7
CALL
CENTRE**

In June 2014, NCPG's National Problem Gambling Helpline transitioned from a joint operation between counsellors from NAMS and THKPGRC to a new dedicated 24/7 call centre located at the Institute of Mental Health (IMH). At present, the National Problem Gambling Helpline receives an average of 20,000 to 22,000 calls a year.

INSTITUTE OF MENTAL HEALTH (IMH)



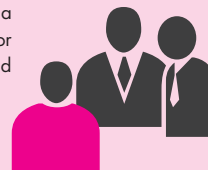
WEBCHAT

A new Webchat service has also been introduced to provide another form of access to help services for problem gamblers and their family members. Despite the introduction of the Webchat, utilisation of the Helpline has remained stable. Feedback on the Webchat has been positive thus far.



In May 2014, NCPG completed the trial run of the Legal and Financial Advisory Services (LFAS) programme, which had launched two years earlier. The counselling programme offered at THKPGRC, the Ang Mo Kio Family Service Centres, and Hougang Sheng Hong Family Service Centre was targeted primarily at family members of problem gamblers, in order to empower them with financial or legal information to minimise the harms brought about by problem gambling. A review of the pilot LFAS programme revealed that although family members of gamblers found the information useful, many did not require a dedicated counselling programme. NCPG is currently revamping the LFAS materials to provide a condensed self-help information booklet, for dissemination at Family Services Centres and other help centres island wide.

**LEGAL AND FINANCIAL ADVISORY
SERVICES (LFAS) PROGRAMME**



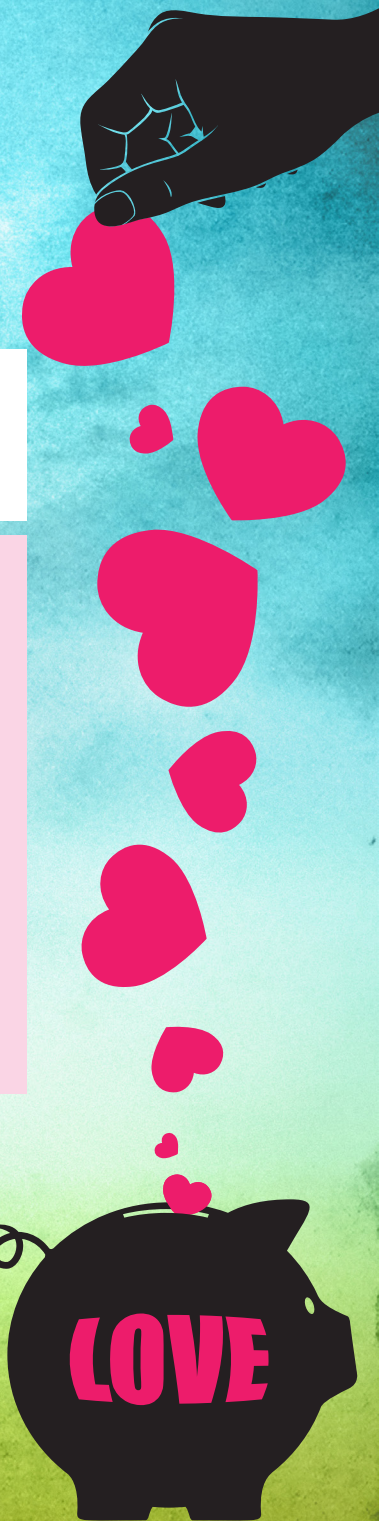
**TRAINING PROGRAMME FOR
SOCIAL SERVICE PROFESSIONALS**

As part of sector and capability building for gambling related issues, NCPG has engaged NAMS since July 2012 to run a "Problem Gambling Intervention Certificate" (PGIC) programme to train existing caseworkers, social workers and counsellors at family service centres. Five runs of the programme, which included classroom training, practicum sessions and an examination, had been completed by the end of 2014. Since August 2014, 78 social workers from 23 FSCs have been certified. NCPG plans to run two more training sessions over the next two years.



GAMBLING INTERVENTION TRAINING PROGRAMME FOR SCHOOL COUNSELLORS

NCPG has also trained school counsellors in gambling prevention and intervention since 2012. The "Youth Gambling Prevention and Intervention Curriculum for School Counsellors" was jointly developed by NCPG and MCYC Community Services Society (MCYC), with endorsement from the Ministry Of Education's Guidance Branch, and is conducted by MCYC. In 2013, the programme was refined and converted into a full 2-day programme focusing on Gambling Prevention. The programme's objective is to inform and equip school counsellors on problem gambling identification and brief intervention techniques. To date, 71 youth and school counsellors have attended the training programme and are certified to conduct their own gambling prevention programmes.





LOOKING FORWARD

LOOKING FORWARD



CASINO EXCLUSIONS AND VISIT LIMITS

Casino Exclusion and Visit Limit processes will be regularly reviewed and streamlined to ensure simplicity and accessibility in application. NCPG will continue to enhance these processes to ensure that they are carried out in a fair and prompt manner to protect families and individuals who are financially vulnerable from the harms of problem gambling.

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 on preventing gambling addiction, and to identify and deal with problem gambling. This will be in line with the feedback that we have received from school counsellors.

PUBLIC EDUCATION AND OUTREACH

NCPG's public education and outreach efforts will be expanded to comprise customised programmes for specific at-risk groups to ensure effective dissemination of problem gambling messages. NCPG will also continue to build and sustain fruitful relationships with relevant partners and stakeholders to further extend its outreach initiatives to both community and corporate organisations.

HELP SERVICES

In the area of service delivery, NCPG will continue to collaborate with NAMS to further enhance the Problem Gambling Helpline and Webchat for a better client experience in seeking help.

The NCPG-NAMS PGIC training will continue its sixth and seventh run in 2015 and 2016. Aside from help professionals from the family service centres, the programme will also be expanded to help professionals in other help agencies in the field of problem gambling intervention. The training aims to assist these help professionals to better understand and handle the issues faced by problem gamblers and their families in the community.

The LFAS booklet will also be distributed and made available to people seeking help and advice at most family service and help agencies. NCPG also plans to seed new community counselling centres in strategic locations across Singapore to increase the accessibility and availability of help services to members of the public.

RESPONSIBLE GAMBLING

NCPG will continue its efforts to promote responsible gambling best practices among gambling operators.



OUR PARTNERS

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 – 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





ACKNOWLEDGEMENTS

THE NATIONAL COUNCIL ON PROBLEM GAMBLING WOULD LIKE TO THANK THE FOLLOWING PARTNERS FOR THEIR SUPPORT AND ASSISTANCE IN THE PAST YEAR:

Casino Regulatory Authority

Comfort Del-Gro Pte Ltd

Credit Bureau Singapore

DP Info Group

Football Association of Singapore

Fei Yue Community Services

Healthway Medical Pte Ltd

Hougang Sheng Hong Family Service Centre

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 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 Crime Prevention Council

National Addictions Management Services

National University of Singapore

Premier Taxi Pte Ltd

Responsible Gambling Forum

Singapore Management University

Singapore Police Force

Singapore Polytechnic

The Ang Mo Kio Family Service Centres

The People's Association

TOUCH Cyber Wellness

Thye Hua Kwan Problem Gambling Recovery Centre

Woodlands Citizen's Consultative Committee

YAH!





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