

RG COMMUNITY

Responsible Gambling Forum



Opening Address by RGF Co-Chair Dr Patrick Liew

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**OPENING ADDRESS BY
RGF CO-CHAIR DR LIEW**

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It has been another challenging year for all with the ever-changing Covid-19 situation. Despite the bumps along the road, gambling operators remain committed to sustaining responsible gambling measures to ensure patrons are in a safe playing environment. It is this very commitment that enabled the Responsible Gambling Forum (RGF) to resume in-person activities for this year's Responsible Gambling Awareness Week (RGAW).

Our social service agencies have also been hard at work to continue providing help services to individuals and families who may be experiencing problem gambling. The RGF is heartened by their dedication and one such agency is featured in this issue. As we enter 2022, I wish everyone a healthy and safe new year ahead.

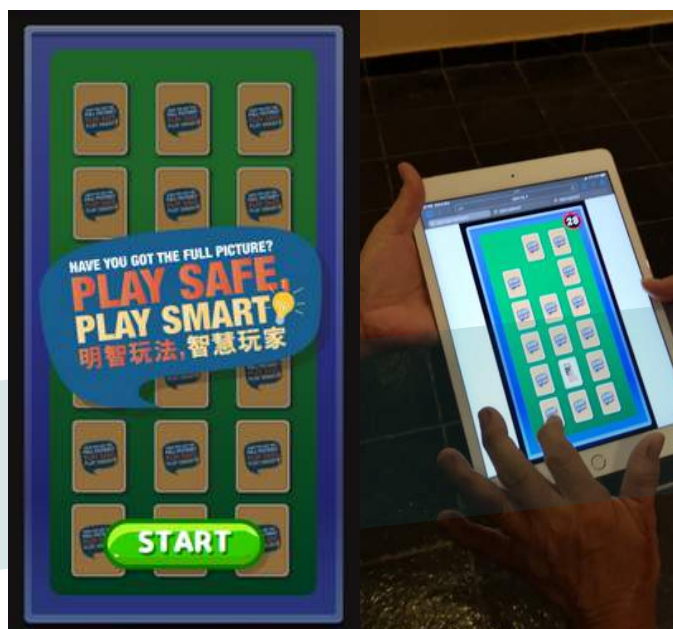
Event highlights from Responsible Gambling Awareness Week 2021



RGAW 2021 PUBLICITY POSTER

Due to COVID-19, we were unable to organise in-person roadshows for the Responsible Gambling Awareness Week (RGAW) in 2020. With strong support from the gambling operators, we were able to do so for this year's RG Awareness Week that took place from 26 November to 5 December 2021. The theme "Have you got the full picture? Play Safe, Play Smart" encouraged patrons to take note of the signs of problem gambling and provided tips on responsible play. 877 patrons were engaged across 19 gambling venues (casinos, jackpot rooms and Singapore Pools outlets).

Patrons were engaged at the selected venues through digital interactive games and a quiz. The games and quiz were designed to increase patrons' understanding of Responsible Gambling (RG) through a fun and engaging manner. These games will also be published online to reach out to more people.



GAME 1:

HAVE YOU GOT THE FULL PICTURE?

Patrons were shown a deck of cards which each displayed an RG picture/tip. Patrons had to memorise the cards and select the matching pair.



GAME 2: RG AWARENESS RUN

Patrons were asked to move the character left or right on a moving path to collect credits and RG tips while avoiding obstacles. When the patron collected a RG tip, the tip would be flashed on the screen.

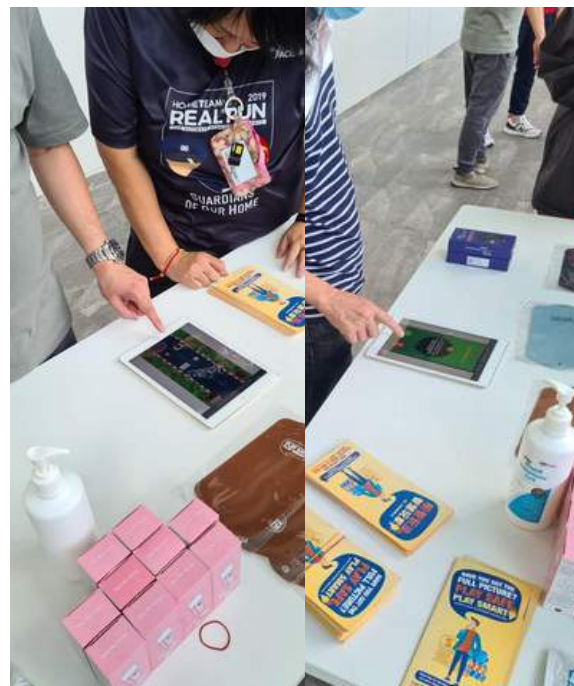


RG SELF-ASSESSMENT QUIZ

Patrons were asked to answer a series of 10 RG-related questions to reinforce their understanding of RG. Patrons would receive their score and message based on the number of “correct” answers.



Patrons at Tampines Rovers Football Club playing the RG games



Patrons at HomeTeamNS Khatib playing the RG games



Patron at Civil Service Club Bukit Batok venue playing the RG quiz

How I turned my life away from gambling

AN EX-GAMBLER'S ACCOUNT

"My wife left me almost 20 years ago and I had never felt so alone. I fell into depression and everything seemed dreary until one fateful evening I chanced upon horse betting. The adrenaline rush I felt from the bet was truly addictive. It felt as though time had stopped and nothing else mattered. What mattered was how much money I could potentially win. Over the years, I gambled frequently and landed myself in debt. The pressure from the creditors was immense. I wanted to recoup my losses in one go and turn my life around. Besides horse betting, I started to visit the casinos and jackpot rooms with the unhealthy mentality that I could turn my life around with just one huge win, but this never happened, and my debt snowballed to over \$40,000 within a week. That was when I admitted that I had a serious gambling addiction and decided to exclude myself from the casinos and jackpot rooms by applying for Self-Exclusion. I also went for counselling at Arise2Care Community Services and realised the importance of financial planning. The Self-Exclusion stopped me from gambling and allowed me to focus on getting a proper job. I managed to clear my debt eventually and I am proud to say that I am no longer a problem gambler."

Mr Lim, 58 years old

HELP IS NEVER TOO FAR AWAY

If you are concerned about possible gambling addiction, you can exclude yourself from the casinos, online betting services provided by Singapore Pools as well as Jackpot Machine Rooms in private clubs, and set limits to the number of monthly visits to the casinos in Singapore. You may apply for the Self-Exclusion and Voluntary Visit Limit at www.ncpg.org.sg. Application is free of charge.

Arise2Care Community Services aims to transform the lives of persons with problem gambling through their gambling recovery programme and rebuild family relationships through their support groups. They also provide debt counselling services.

- Address: 5 Harper Road, #02-01A, Singapore 369673
- Tel: 6909 0628
- Website: <https://arise2care.sg>

More stories and gambling rehabilitation services will be featured in upcoming issues of RG Community.

PUBLIC AWARENESS AND PRACTICE OF RESPONSIBLE GAMBLING IN MACAU (TONG, HUNG, LEI & WU, 2018)

A summary by NCPG International Advisory Panel member A/P Tong Kwok Kit



TONG KWOK KIT

Associate Professor

Programme Coordinator of Bachelor of Psychology,
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Thanks to years of responsible gambling (RG) promotion by the Macau government and the industry, the awareness of this once novel concept is now largely accessible to most people in society. We considered it important to move beyond RG awareness to enhance adherence to actual RG behaviours. We were particularly curious about the extent to which people were convinced of the effectiveness of RG practices being promoted and adopted the RG practices.

Through a telephone survey, we found out more than half of the 1,020 respondents were aware of responsible gambling. Most of the active gamblers in the sample indicated that they adopted at least one RG practice - 77% set limits on the money they gambled, 55% set time limits, and close to 90% did not borrow to gamble. To minimise gambling related harms in society, there is a need to focus on the remaining active gamblers who failed to set limits and who borrowed money to gamble despite a high awareness of RG.



77% of gamblers in Macau study set limits on money spent

55% set time limits



We also conducted focus group interviews with gamblers and casino employees and found there were gaps between their understanding of RG awareness and RG practices. We argued that gaps may be related to the following:

1

Attributing gambling problems to one's nature. Hence, RG may not be perceived to be a solution.

2

An understanding of why we need RG (knowing that problem gambling can be problematic) but a lack of knowledge of what is RG and how to implement it.

3

Role confusion among casino employees concerning RG implementation in gambling venues.

We considered several steps that may be taken to promote the adoption of actual RG behaviours. The steps are as follows:

1

Self-efficacy (this is competence to control her/his gambling) may be enhanced by countering the stereotype that the tendency to

2

Many gamblers are already aware of the negative consequences. Hence, the next step would be making behavioural commitments (e.g., setting bet limits). Behavioral guidelines and tools would be

3

Gambling operators can help to bridge the gap between gamblers' commitment and actual behaviours by providing enough cue-to-action [behaviour-specific promotion in a venue]. In addition to promotion materials and/or tools (e.g., warning message based on self-imposed limits), **skills training for casino employees on what they are expected to do in realistic scenarios may help to provide better cue-to-action to at-risk gamblers.**

Despite a heightened public awareness of RG in recent studies reported, the prevalence of problem gambling is still high. This discrepancy may suggest an existing gap between RG awareness and gambling practices, identifying aspects that need to be improved by different RG stakeholders. Future RG promotion should be more specific and behaviour-oriented, and it should also address various procedural

RESPONSIBLE GAMBLING FORUM MEMBERS

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