

# RG COMMUNITY

## CHAIRMAN'S ADDRESS

DR. PATRICK LIEW



Welcome to the fourth edition of “RG Community”.

Congratulations for the successful completion of Responsible Gambling Awareness Week (RGAW) 2019 held between 10-23 May! Our theme “Are you playing Smart? Let’s find out.” provided opportunities for patrons to reflect on their gambling behaviour. This year, our roadshows reached out to nearly 3,700 patrons in 28 different venues. These achievements would not have been possible without the strong support from operators and community partners. I would like to take this opportunity to thank everyone again and I look forward to RGAW 2020.

RG is an ongoing effort. In this issue of RG Community, Resorts World Sentosa (RWS) Casino Singapore and NTUC Club will be sharing about how they have adopted RG practices in their day-to-day operations and I believe we can all pick up a few learning points and bring them back to our organisations to build upon existing RG efforts.

At the end of last year, I convened the RG Standards workgroup to review the current RG Code against existing legislation, with the aim to enhance RG capabilities among fruit machine room (FMR) operators, and to narrow the gap in RG standards with the casinos and Singapore Pools Pte Ltd. I am pleased to report that the workgroup has finalised their recommendations and you can read more about it in this issue. I encourage all FMR operators to get on board and adopt these Standards. Given the varying scales of operation of FMR operators, the RG Standards cannot be one size fits all, and yet, there should be a way for each FMR to progress towards a common standard. The workgroup members and RGF Secretariat will be engaging you in the coming months to discuss more.

Please continue to support the e-Newsletter by distributing both versions to relevant staff in your organization. Thank you.

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### • NTUC CLUB •

#### SETTING THE PACE



NTUC Club is an early adopter of National Council on Problem Gambling's (NCPG) Responsible Gambling Code to promote responsible gaming (RG). This started as early as 2007 where social safeguards such as no signing-in of guests and streamlining of operating business hours were implemented ahead of the stipulated regulatory effective date.

Since inception, NTUC Club has actively supported NCPG's activities. This includes participating in RG exhibitions, as well as allowing fun and interactive activities such

as the Young-At-Heart Engagement Sessions to be conducted across our fruit machine rooms. Our premises are also offered as a venue for RG training. LED screens and posters promoting RG are prominently displayed at outlets, along with brochures and leaflets with information on help advice are made readily available. To help staff identify problem gamblers, we regularly send our personnel to attend NCPG-approved training courses.

Through adopting these RG measures, we see greater awareness on RG among players, and they are better equipped to exercise self-control when playing. As a result, members are able to play responsibly and contribute to a positive playing experience for all to enjoy.

It is NTUC Club's commitment to be socially responsible in our operations. Moving forward, NTUC Club will continue to partner and support NCPG in its initiatives.

# Tips on successful adoption of **RESPONSIBLE GAMBLING PRACTICES**



## **RESORTS WORLD SENTOSA'S HOLISTIC APPROACH**

Resorts World Sentosa (RWS) has put in place a sound and rigorous responsible gambling (RG) programme to ensure the necessary player safeguards and awareness to protect our patrons. We also continue to work closely with the Ministry of Social and Family Development and the National Council on Problem Gambling to uphold our commitment to promoting a sustainable RG environment in Singapore. We take this opportunity to share four key factors we considered when building a holistic approach in our implementation of RG practices.



### **COMMITMENT AND CLEAR DIRECTION FROM TOP MANAGEMENT**

First, it is essential to have the top management to set the tone and champion the importance of RG to inculcate a strong RG mindset and culture within the organisation.

At RWS, our top management walks the talk in RG commitment and this commitment is also demonstrated across the levels of our team members. Our top management also sets clear RG goals and expectations for the organisation which are communicated to all RWS team members. This philosophy is a cornerstone that drives our team members to achieve our goals in RG. Our team members need not be concerned about whether their proactive problem gambling escalations and interventions will lead to losing a patron or be in conflict with business interests. The clear expectation and direction from our top management have given our team members the assurance and confidence to help patrons.



### **BENCHMARKING INDUSTRY BEST PRACTICES**

One of the effective ways to adopt best RG practices is through benchmarking. RWS strives to continually improve our RG programme. We benchmark ourselves against other leading jurisdictions and RG organisations in gaining fresh perspectives on the effectiveness of our RG Programme in the global industry.

RWS voluntarily underwent the external independent RG Check accreditation conducted by Responsible Gambling Council (RGC), Canada, which runs one of the most comprehensive and rigorous RG accreditation programmes in the world. Back in 2015, RWS was the first casino in Asia Pacific to receive RG Check accreditation which provided objective and independent benchmark of the content, quality, and breadth of RWS's RG Programme and, most importantly, guided us to assess the areas for improvement in our RG programme.

Three years on and leading to RGC's next accreditation in December 2018, we implemented improvements in our RG Programme that resulted in us being ranked the top casino among more than 150 venue accreditations and re-accreditations completed by the RGC to-date.



## COMPREHENSIVE STAFF TRAINING

Providing comprehensive training for gaming staff must be a priority, as it has far-reaching effects on the successful implementation of RG practices. During the RG training for all our gaming team members (including annual refresher training), we provide clear written policies and protocols to assess and handle possible problem gambling situations as well as updated knowledge and resources to assist patrons. One of the key components of our RG training is to train all gaming team members to recognise situations or indicators that may suggest a gambling problem and to escalate to a trained RG Ambassador for intervention. Our RG Ambassadors are our eyes and ears to look out for signs of problem gambling after going through appropriate training.

To address the challenges of team members in engaging patrons who may have problem gambling issues, RWS invests in external RG specialists to conduct additional specialised training to provide the RG Ambassadors with insights into problem gambling and necessary skills to engage patrons for intervention in a more effective manner. The training is conducted in face-to-face classroom format using a combination of training methods including presentation slides, video screening, sharing of experiences and role play. Feedback from our RG Ambassadors suggests that such specialised training has given them more confidence in performing their roles.



## TAILORED AND TARGETED RG STRATEGIES

It is important to understand the needs of the different segments of the gambling population and tailor the RG strategies (eg. information content, method of delivery and assistance) accordingly. For instance, some of our patrons may just play on electronic gaming machines, hence, displaying RG messaging and time on our machines are effective channels in capturing the attention of these players as well.

Also, we have specially customised RG brochures that more effectively engage the elderly with appropriate information content in both English and Chinese as well as targeted presentation (eg. the font size used is much larger to increase the legibility of the reference material). RWS also adopts positive messaging eg. “Be A Winner, Be A Smart Player”, which is more effective. RWS aims to implement our RG communications and efforts in ways that resonate well with the patrons so that they may find personal relevance in them. We sincerely believe that such strategy has resulted in more of our patrons responding positively, by gambling responsibly.





# RESPONSIBLE GAMBLING STANDARDS

*Be a Fruit Machine Room (FMR) Operator with EXCELLENT RG practices by adopting the new and improved RG Standards.*

## WHAT?

The RG Standards provide a set of requirements to help operators establish an RG programme to implement RG best practices for their products and venues. The 6 requirements are divided into Basic, Intermediate and Advanced tiers to allow operators of varying membership size, number of machines and operating environments the flexibility of committing to the Standards according to their abilities. Requirements under the Basic tier are achievable by all Clubs as most were adapted from the current RG Code.

### **Example of Basic tier requirements:**

- Provide RG and problem gambling materials in English and Mandarin (Patron Education)
- Offer National Problem Gambling Helpline card and services available, such as referrals and information about Self-Exclusion and counselling services (Patron Assistance)
- Assistance provided to patron applying for Self-Exclusion is documented (Documentation and Reporting)

## HOW TO ADOPT?

Inform the RGF Secretariat of your intention to adopt the Standards. You may contact the Secretariat for guidance or clarifications on any of the 6 requirements and related tiers. Prior to the end of the permit period, operators who have adopted the RG Standards will be required to submit a self-appraised checklist that will contribute to their RG compliance score. These operators will need to indicate if they have complied with each of the RG requirements, and to explain why if they could not do so. Scoring of each section is based on number of item complied with as a percentage of the total number of items in that section. Each section is given a weightage based on the complexity and level of commitment required for implementation.

To achieve a “Good RG practices rating”, the FMR operator must receive a minimum score of 50% for each section and a minimum overall score of 70%.

## WHY ADOPT?

The RG compliance score will correspond to the Club's rating for the year. The scoring matrix is below:

OVERALL SCORING	TIERED CATEGORY
90%	FMR operator with Excellent RG practices
70% - 89%	FMR operator with Good RG practices
50%-69%	FMR operator with Committed RG practices
<50%	FMR operator with RG practices in-place

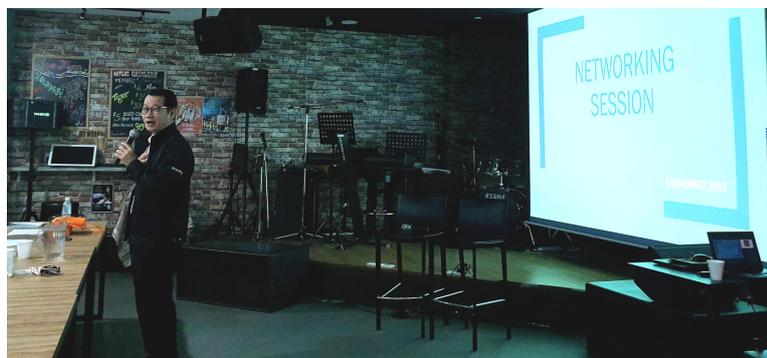
Operators that achieve the highest tier ('Excellent' rating) will be able to brand themselves to the sector and use the tagline to showcase their RG compliance and standard.



# EVENTS COVERAGE

## 8 NOVEMBER 2019 RESPONSIBLE GAMBLING FORUM NETWORKING

Fruit Machine Room operators from 22 clubs gathered together on 8 November 2019 at NTUC Club's Happy Days for a networking session. Participants had the opportunity to hear the recovery story of a client from Blessed Grace Social Services' Gambling Addiction Recovery Centre and understood more about the community services available to those who require them. The Responsible Gambling (RG) Standards were introduced and explained in detail. It was a morning with fruitful discussions and sharing of insights by our community leaders from the RG Forum, Dr Patrick Liew and Mr Steven Lam.



*Dr Patrick Liew, Chairman of the RGF, giving the welcome address*



*Pastor Billy Lee, Founder/Executive Director of Blessed Grace Social Services, sharing about the agency's services*

## RESPONSIBLE GAMBLING AWARENESS WEEK 2019

Responsible Gambling Awareness Week (RGAW) was held between 10 – 23 May. The launch event, held at Resorts World Sentosa (RWS), featured a skit by YAH! (Young-At-Heart) RG Ambassadors and a sharing by RWS Casino RG Ambassadors.



*NEW evening time slots to engage patrons of different profiles*



*Venue-specific interactive games to effectively engage patrons*



*3,700 patrons were engaged during the RG Roadshows, an increase from 3,000 patrons in RGAW 2018.*

# RESPONSIBLE GAMBLING FORUM MEMBERS

COMMUNITY REPRESENTATIVES	DESIGNATION/ORGANISATION
DR. PATRICK LIEW (CHAIRMAN)	DISTRICT COUNCILLOR, CENTRAL SINGAPORE COMMUNITY DEVELOPMENT COUNCIL
MR. ANDREW TAY	CHAIRMAN, LAKESIDE FAMILY SERVICES
BISHOP TERRY KEE	VICE PRESIDENT, NATIONAL COUNCIL OF CHURCHES OF SINGAPORE
MR. STEVEN LAM	CHAIRMAN, PUNGGOL CENTRAL CITIZENS' CONSULTATIVE COMMITTEE
MR. SHEKARAN KRISHNAN	VICE PRESIDENT, SINDA
DR. LEE KAE MENG THOMAS	MEDICAL DIRECTOR AND CONSULTANT PSYCHIATRIST, THE RESILIENZ CLINIC
MR. LEE KIM SIANG	CHAIRMAN, THYE HUA KWAN MORAL SOCIETY
MS. THAM YUEN HAN	EXECUTIVE DIRECTOR, WE CARE COMMUNITY SERVICES LTD

INDUSTRY REPRESENTATIVES	DESIGNATION/ORGANISATION
MR. LAM CHEE WENG	CHIEF EXECUTIVE OFFICER, SINGAPORE POOLS
MR. CHARLIE NG	CHIEF EXECUTIVE, CIVIL SERVICE CLUB
MS. AGNES EU	CHIEF EXECUTIVE, HOMETEAMNS
MR. GEORGE TANASIJEVICH	PRESIDENT AND CHIEF EXECUTIVE OFFICER, MARINA BAY SANDS PTE LTD
MR. LIM ENG LEE	CHIEF EXECUTIVE OFFICER, NTUC CLUB
MR. TAN HEE TECK	PRESIDENT AND CHIEF EXECUTIVE OFFICER, RESORTS WORLD AT SENTOSA PTE LTD
MR. DONALD TAN	DEPUTY CHIEF EXECUTIVE OFFICER (BUSINESS STRATEGIES), SAFRA
MR. CHONG BOO CHING	PRESIDENT AND CHIEF EXECUTIVE, SINGAPORE TURF CLUB

NCPG REPRESENTATIVE	DESIGNATION/ORGANISATION
DR. CECILIA CHU	CLINICAL PSYCHOLOGIST, RAFFLES COUNSELLING CENTRE