

# RG COMMUNITY

## CO-CHAIR'S ADDRESS

DR. PATRICK LIEW



Welcome to the second edition of "RG Community".

I would like to congratulate the successful completion of Responsible Gambling Awareness Week (RGAW) 2018 held between 5-13 Apr 2018. I am also pleased to know that the jackpot operators benefitted from the Responsible Gambling (RG) training sessions which were part of RGAW 2018. 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 2019.

RGAW is a week-long event, but RG is an everyday effort. Resorts World Sentosa (RWS) Casino Singapore, like all other committed operators, practices RG on a daily basis. RWS has contributed an article to introduce their RG initiatives and what RG means for them. I am sure other operators could learn from their sharing.

During the past few months, I have accompanied the RGF Secretariat to engagement sessions with jackpot operators. I was encouraged by the efforts of operators to meet the social safeguard conditions to provide a more responsible gambling environment for patrons. I understand that there are challenges to meet the requirements, but the efforts would not go to waste. From a community perspective, good RG practices help reduce any possible harmful effects of problem gambling, and are part of operators' corporate social responsibility to provide a safe environment for the players. The RGF Secretariat will continue to engage all gambling operators on responsible gambling matters, and I hope you give them your support.

Lastly, I am pleased to announce that the Chinese language version of "RG Community" is now available. Please continue to support the e-Newsletter by distributing both versions to relevant staff in your organization. Thank you.

**Dr Patrick Liew**  
**RGF Co-chair**

# RESORTS WORLD SENTOSA'S COMMITMENT TO RESPONSIBLE GAMBLING

Resorts World Sentosa (RWS) provides our guests with an enjoyable and safe gaming experience and is committed to the prevention of underage and problem gambling within our casino premises.

RWS voluntarily underwent the Responsible Gambling (RG) Check accreditation by Responsible Gambling Council, and was the first casino in Asia Pacific to receive RG Check accreditation in 2015. The accreditation was and continues to be a testament to our commitment to providing a safe gaming environment for our patrons. Nonetheless, RWS endeavors to continuously improve our RG Programme. Apart from engaging local and foreign subject matter experts to provide guidance and feedback on our RG initiatives, we also benchmark our RG Programme against industry's best practices.

## HOLISTIC APPROACH TO RESPONSIBLE GAMBLING

### 01 Top Management Commitment

Our RG commitment emanates from the top management; our Chief Executive Officer sets clear RG goals and expectations for the organization which are communicated to RWS employees at all levels, and helps to drive employees towards the common RG goals. RWS is also committed in collaborating with government and stakeholders (i.e. Ministry of Social and Family Development, Casino Regulatory Authority, industry operators, support groups) to build an RG culture.

### 02 Continuous & Comprehensive RG Training

Casino employees undergo mandatory RG training as well as refresher training to be well equipped with the updated knowledge and skills to support our RG programme. Our training includes comprehensive guidance on problem gambling interventions. e.g.

- Approach patrons in a casual and non-confrontational manner to show concern
- Approach patrons without interrupting play and embarrassing them in front of others
- Not to confront patrons' resistance and respect their decision.

With inclusion of role play and case studies in training, employees have gained confidence in providing assistance.

### 03 Comprehensive Informed Decision Framework

RWS has a comprehensive informed decision making framework which focuses on promoting of safer gambling practices and providing easily accessible information to assist patrons in making objective informed choices about their participation in gambling as a form of entertainment. The RG information is available through various channels such as posters, brochures, electronic displays, websites, kiosks, employees, roadshows etc.

Our casino employees are also trained to provide appropriate RG information and clarification on gambling misconception to the patrons at appropriate time. For example, Game outcomes are always random; all machines have equal chance of winning.



### 04 Prompt Response & Escalation to Problem Gambling Situations

Our casino employees are trained to look out for problem gambling indicators and to escalate to a RG Ambassador for timely assistance. Our employees observe the 3 principles (i.e. Respect, Responsive and Systematic) when responding to various situations that suggest problem gambling.

RWS has a pool of trained RG Ambassadors from various casino departments. They are deployed in various areas inside and outside the casino, 24/7, so as to reach out to patrons who display problem gambling behaviours and provide help services.

### 05 Provision of Safe Environment

The creation of a responsible ambience in our casino provides a conducive environment for guests to enjoy their gambling experience responsibly. We provide our patrons the ability to track their past visit and gaming records through onsite and online channels.

Our patrons are able to recognize if they have been staying at the casino for a longer time than intended as we prominently display digital clocks around the casino and on all electronic gaming machines.

# FUN FACTS

LAWRENCE TAN  
SENIOR PSYCHOLOGIST,  
THE THERAPY ROOM



## COMMON BELIEFS INFLUENCING GAMBLING BEHAVIORS

Imagine you are about to hang your clothes out to dry and you notice the sky darkening, it is very likely that you would guess that it is going to rain soon and would hence decide against hanging your clothes out. This ability to see connections and patterns in life in most situations would serve us well. However, in the world of gambling, the element of randomness makes pattern prediction challenging, if not impossible.

## COMMON GAMBLING BELIEFS AND BEHAVIOURS

**1**  
**I CAN CONTROL AND  
PREDICT OUTCOMES  
(THE ILLUSION OF CONTROL)**

This refers to the false belief that one can control or predict gambling outcomes based on skill and judgement. For example, a person who has been gambling on horses for a long time believes that his skills and experience over time would make him better at horse punting.

**2**

**WHEN I HAVE ALMOST WON, I AM  
NEARER TO A REAL WIN  
(NEAR MISSES)**

This could be situation where a person who missed winning by a little (e.g. getting 2 apples and 1 banana on the slot machine). Another example could be about betting on the numbers 1345 whereas the winning lottery number turns out to be 1344. This person perceives the event as a sign that a win is coming soon and he needs to gamble more and increase the bets to get that win.

**3**

**RITUALS CAN ENHANCE MY CHANCES OF  
WINNING (SUPERSTITION)**

This is common among some gamblers who believe that certain number combinations such as birth dates, death anniversary dates, unit number, and rituals such as going by a certain doorway or route to the gambling venue, can bring them luck in gambling. Another example is that a person may believe that wearing a certain colour combination whenever he visits the casino can give him better luck and increase his chances in winning.

**4**

**I CAN SEE PATTERNS FROM  
PREVIOUS GAMBLING OUTCOMES  
(MISINTERPRETATION)**

Some gamblers tend to form association between random and disconnected events related to gambling. E.g. they may avoid a slot machine that has just paid out as a “hungry” machine that they need to avoid at all costs, and a machine that has not won for a while as a “full” machine is likely going to pay out any time soon. Another example would be the act of looking at previous winning results in 4D and attempting to make a prediction for future winnings based on the patterns he sees.

It is important to understand the randomness in events related to gambling and the fact that one cannot predict outcomes. Hence, one should only see gambling as a recreational activity and never gamble with money one cannot afford to lose. Problem gambling can affect gamblers and their loved ones negatively.

# EVENTS

*Coverage*

## Updates on Responsible Gambling Awareness Week 2018

With strong support from industry and community partners, Responsible Gambling Awareness Week (RGAW) 2018 was held from 5 - 13 April. The theme "Have You Crossed the Line?" encouraged patrons to reflect on their gambling behaviour and avoid problem gambling.



*Mr Seah Chin Siong (RGF Co-chair) and Mr Tan Kian Hoon (NCPG Chairman) at the RGAW launch event at Livewire, Singapore Pools Building.*



*Mr Tay Boon Khai (Singapore Pools) and Ms Jolene Ong (Arise2care Community Services Ltd) presented on "Responsible Gaming Framework and Practices" and "Together, We can Paint a Rainbow of Hope for Problem Gamblers" respectively.*



*Dr Patrick Liew (RGF Co-chair) giving the Opening Address at the RG Training for operators.*

*Mr Lawrence Tan (Senior Psychologist, The Therapy Room) conducted the training on:*

- How to spot signs of problem gambling;*
- Ways to offer assistance to patrons; &*
- Information on help resources available*



Patrons were engaged across 28 RGAW roadshows at various venues -- jackpot rooms, Singapore Pools outlets, Singapore Turf Club betting centres and Casinos. YAH! (Young-At-Heart) RG Ambassadors were present to share about responsible gambling with patrons.

# RESPONSIBLE GAMBLING FORUM MEMBERS

## INDUSTRY REPRESENTATIVES

## DESIGNATION/ORGANISATION

MR. SEAH CHIN SIONG  
(CO-CHAIR)

CHIEF EXECUTIVE OFFICER, SINGAPORE POOLS

MR. CHARLIE NG

GENERAL MANAGER, 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

## COMMUNITY REPRESENTATIVES

## DESIGNATION/ORGANISATION

DR. PATRICK LIEW  
(CO-CHAIR)

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

## NCPG REPRESENTATIVE

## DESIGNATION/ORGANISATION

DR. CECILIA CHU

CLINICAL PSYCHOLOGIST,  
RAFFLES COUNSELLING CENTRE