

RG COMMUNITY

OPENING ADDRESS BY CO-CHAIR DR PATRICK LIEW

The Responsible Gambling Forum (RGF) is now in its fourth term and I am pleased to welcome our new Co-Chair **Mr Lam Chee Weng**, CEO of Singapore Pools and two new members, **Mr Billy Lee** and **Ms Jolene Ong**. Mr Lam has been an RGF member since May 2019 and will be joining me as Co-Chair for our fourth term.



We look forward to his leadership and operator-led perspectives as we continue to improve our RG efforts. I also welcome Mr Billy Lee, Executive Director/Founder, Blessed Grace Social Services Ltd and Ms Jolene Ong, Founder, Arise2care Community Services Ltd. These Social Service Agencies have been working closely with us to complement the responsible gambling training we have for casino Responsible Gambling Ambassadors and are our practitioners within the community supporting gamblers and their families. The RGF and training participants will benefit greatly from their ground experiences.

OPENING ADDRESS BY CO-CHAIR MR LAM CHEE WENG



The Covid-19 pandemic has brought challenging times for the gambling industry, and at Singapore Pools, we've had to make adjustments quickly and flexibly to meet ever-changing safe distancing measures as our operations slowly resumed post-Circuit Breaker. We have also had to accelerate future contingency plans should a similar situation occur again. Nevertheless, we remain committed to sustaining and in fact, improving our responsible gambling measures.

For this reason, the annual Responsible Gambling Awareness Week (RGAW) will carry on from 7 to 13 December 2020. While we are unable to have physical networking sessions and roadshows at gambling venues, operators will be given responsible gambling collaterals to distribute during the week, so that the information continues to be shared with our patrons. The casinos and Singapore Pools have also resumed responsible gambling training for staff, to ensure there are no gaps in capability building and providing excellent service to our customers. I wish you all a successful RGAW 2020, and a happy new year ahead.

How can you help your patrons play responsibly?

These are unprecedented times and the best opportunity to improve RG practices, not neglect it. Here are some suggestions to go about it.

1

Increase level of customer service



RG measures that are already in place are essential and must be sustained as these will protect players on their worst days. Frontline staff can be proactive in identifying new ways to support patrons, to prevent player burnout or increase in gambling issues. A simple gesture of checking in with patrons to take breaks between their play or to go home and rest after a prolonged period can go a long way.

2

Strengthen links with agencies who can help possible problem gamblers

Patrons may be facing other stressors during this time, frontline staff should continue to offer information on available help services to patrons, or work with agencies to refer patrons directly.

Available resources:

- NCPG Helpline: 1800-6-668-668 and Webchat: www.ncpg.org.sg
- The Resilienz Clinic | Telephone: 6397-7300 |

<https://resilienz.com.sg>

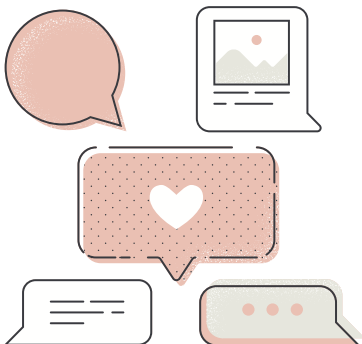
All services are free of charge



3

Provide COVID-specific RG messaging

On top of existing RG messages, operators may consider developing their own collaterals or publicity materials for patrons to take note of during the pandemic. The additional RG tips may be found in the article “RG tips for gambling during a pandemic.”



KG tips for gambling during a pandemic

1

Keep gambling fun. Do not gamble to “make money”, improve your financial situation, or run away from stress



2

Set a budget and time limit, and keep to them. This applies to online and in-venue gambling.



3

Gamble at legal venues and with legal operators only



4

Feeling helpless? You are not alone.

Call the NCPG Helpline: 1800-6-668-668
or Webchat: www.ncpg.org.sg

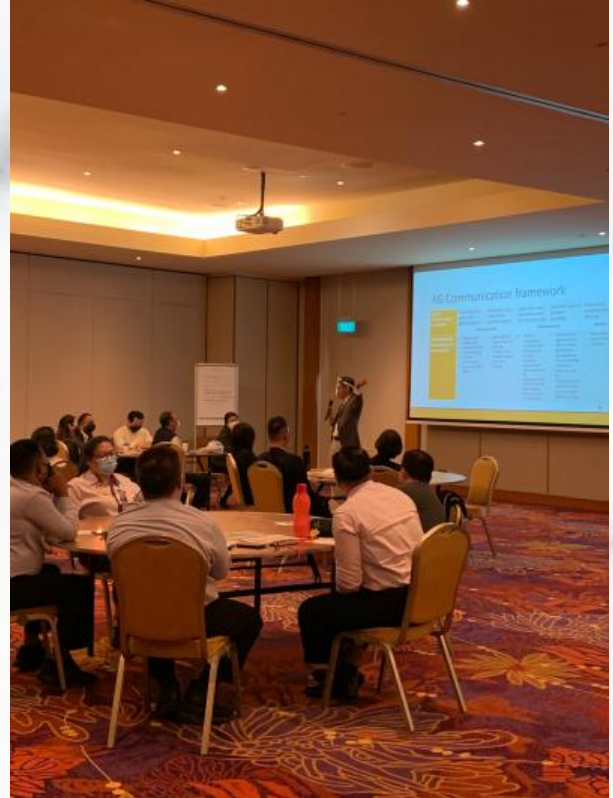


What's Happening

The Enhanced Training for the casinos' Responsible Gambling Ambassadors (RGAs) have resumed since October. The training aims to build on the Ambassadors' Responsible Gambling (RG) knowledge and engagement skills for meaningful interaction with casino patrons.



Training session with safe management measures in place



RGAs getting creative in their role play practice



From around the globe...

1. Public Awareness and Practice of Responsible Gambling in Macao

Kwok-Kit Tong, Eva P. W. Hung, Caren M. W. Lei, Anise M. S. Wu

Reference: *J Gambl Stud* (2018) 34:1261–1280

<https://doi.org/10.1007/s10899-018-9750-6>



In a 2018 study, it was found that a large number of active gamblers in Macao adopted positive RG practices promoted by the government. Most of the active gamblers (77.3%) set an upper limit of their gambling amount, but a fair proportion of gamblers still would not set a time limit when they gamble (37.9%) and who would bet on a game that they do not know well (23.3%).

Likewise, most gamblers did not engage in negative RG practices such as being drunk when they gambled or gambled with borrowed money. Still, a fair proportion of them would carry credit cards or ATM cards to gamble (28.7%) and to believe that the chance of winning can be enhanced by studying the trend (31.4%). In short, common RG practices seemed well received by most gamblers, but a lot of work still need to be done to enhance RG implementation in Macao.



The findings suggested that RG practices such as *setting a budget and time limit* are protective factors against gambling disorder, and the researchers suggest that the RG promotion campaign and intervention programmes via mass media can pay more attention to aspects such as budget and time limit when setting priority in RG promotion. Introducing a *pre-commitment system that enables gamblers to set limits used together with a pop-up message reminding gamblers of the limits* was another suggestion.

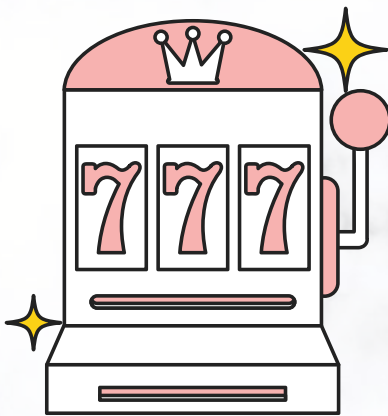
From around the globe...

2.

Patron and License plate survey report: MGM Springfield 2019

Laurie Salame Robert J. Williams Martha Zorn Thomas Peake
Edward J. Stanek Alissa Mazar Rachel A. Volberg

Reference: University of Massachusetts School of Public Health and Health Sciences



The Patron Survey included questions concerning knowledge of the randomness of slot machines, responsible gambling behaviour, and knowledge and utilization of GameSense. The GameSense Info Center is situated in gambling venues and provides on-site resource for gamblers to find out more about how the games work, their odds, gambling fallacies, and signs of problem gambling. GameSense Advisors are funded by the Massachusetts Gaming Commission and are trained by the Massachusetts Council on Compulsive Gambling. GameSense centers are staffed from 10am-2am every day.

75.8% of patrons correctly identified that the chances of winning the jackpot on a slot machine are the same regardless of when the previous jackpot occurred. However, only a minority of patrons reported utilizing responsible gambling strategies.

The most common strategies endorsed by patrons are below:

Strategies to keep gambling within personally affordable limits	I stuck with a limit for how much I could LOSE during a single casino visit	43.6%
	I avoid using ATMs at the casino	34.8%
	I think of gambling as fun, not as a way to make money	28.5%
	I left the casino while I was ahead	27.2%
	I did not CHASE my losses	16.9%
	I took a break to cool off	12.2%

Among the patrons who spoke to a GameSense advisor, about two thirds (66.9%) had no more than 5 interactions and 51.3% reported that the interaction was mostly small talk, while 35.8% reported that they spoke about gambling and how to avoid gambling problems.

RESPONSIBLE GAMBLING FORUM MEMBERS

COMMUNITY REPRESENTATIVES

DESIGNATION/ORGANISATION

DR PATRICK LIEW (CO-CHAIRMAN)	PATRON, KEBUN BARU GRASSROOTS ORGANIZATIONS
MR ANDREW TAY	CHAIRMAN, LAKESIDE FAMILY SERVICES
MR BILLY LEE	EXECUTIVE DIRECTOR/FOUNDER, BLESSED GRACE SOCIAL SERVICES LTD
MS JOLENE ONG	FOUNDER, ARISE2CARE COMMUNITY SERVICES LTD
MR STEVEN LAM	VICE CHAIRMAN, PUNGGOL CENTRAL CITIZENS' CONSULTATIVE COMMITTEE
BISHOP TERRY KEE	VICE-PRESIDENT, NATIONAL COUNCIL OF CHURCHES OF SINGAPORE
MS THAM YUEN HAN	EXECUTIVE DIRECTOR, WE CARE COMMUNITY SERVICES
DR LEE KAE MENG THOMAS	MEDICAL DIRECTOR AND CONSULTANT PSYCHIATRIST, THE RESILIENZ CLINIC

INDUSTRY REPRESENTATIVES

DESIGNATION/ORGANISATION

MR LAM CHEE WENG (CO-CHAIRMAN)	CHIEF EXECUTIVE OFFICER, SINGAPORE POOLS
MS AGNES EU	CHIEF EXECUTIVE, HOME TEAM NS
MR CHARLIE NG	CHIEF EXECUTIVE, CIVIL SERVICE CLUB
MR DONALD TAN	DEPUTY CHIEF EXECUTIVE OFFICER (BUSINESS STRATEGIES), SAFRA
MR GEORGE TANASIJEVICH	MANAGING DIRECTOR, MARINA BAY SANDS
MR LIM ENG LEE	CHIEF EXECUTIVE OFFICER, NTUC CLUB
MR TAN HEE TECK	PRESIDENT AND CHIEF EXECUTIVE OFFICER, RESORTS WORLD SENTOSA

NCPG REPRESENTATIVE

DESIGNATION/ORGANISATION

DR. CECILIA CHU	CLINICAL PSYCHOLOGIST, RAFFLES COUNSELLING CENTRE
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