

RG COMMUNITY



OPENING ADDRESS BY CO-CHAIR DR PATRICK LIEW

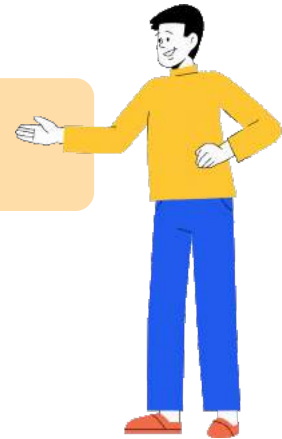
The Gambling Control Bill was passed in Parliament in March 2022 and with it, social safeguards are strengthened to protect minors and vulnerable individuals from the potential ills of gambling. Responsible Gambling (RG) measures will also be mandatory in all jackpot machine rooms by the end of this year, so that patrons can have a safer playing environment.

This issue of RG Community recaps some of the key changes for social safeguards. It also features the story of how an individual became a problem gambler and managed to turn his life around, with the help from a social service agency focused on assisting gamblers. There is also an interesting article from one of the National Council on Problem Gambling (NCPG) International Advisory Panel (IAP) members on the timing of presenting RG information to players for it to be most effective. I believe operators will find this piece insightful as you make your RG plans.

STRENGTHENING SOCIAL SAFEGUARDS FOR GAMBLING

DID YOU KNOW?

JACKPOT MACHINE ROOMS IN CLUBS ARE MANDATED TO IMPLEMENT RESPONSIBLE GAMBLING MEASURES



From November 2022, the new Gambling Control Act requires private clubs with jackpot machines to implement the following responsible gambling measures:

- (a) Have a responsible gambling programme,
- (b) Provide patron education and assistance, and
- (c) Ensure documentation of responsible gambling activities.

Since 2019, most clubs had progressively implemented these, known previously as “RG standards”, on a voluntary basis. The mandatory RG measures will ensure all jackpot machine rooms provide the same safe playing environment, with on-site staff equipped to assist patrons who may need help.

EXCLUSION BY LAW FROM GAMBLING ACTIVITIES FOR HDB PUBLIC RENTAL FLAT OCCUPIERS

To protect financially vulnerable persons from the harm of gambling, the existing Exclusion by Law from Gambling Activities, under the Casino Control Act (CCA), has been extended to include individuals staying in HDB Public Rental Flats, with effect from 1 June 2022. This is in addition to individuals receiving Government social assistance and subsidies (e.g. ComCare Short-to-Medium-Term and Long-Term assistance, Legal Aid schemes by the Legal Aid Bureau) and persons who are undischarged bankrupts. Individuals excluded by law are not able to enter casinos, jackpot machine rooms, open and/or operate a Singapore Pools online account. Exception will be made for those who have to enter casinos and jackpot machine rooms for defined work* purposes.

FAMILY EXCLUSION IS NOW AVAILABLE FOR JACKPOT MACHINE ROOMS IN CLUBS AND SINGAPORE POOLS ONLINE BETTING ACCOUNT

One of the objectives of the new Gambling Control Act is to protect families from the negative effects of problem gambling. Family members who have concerns with the gambling behaviours of their loved one who gamble in jackpot machine rooms or with Singapore Pools online betting account, can apply for a Family Exclusion Order with the National Council on Problem Gambling (NCPG). [www.ncpg.org.sg] Individuals under a Family Exclusion Order will not be able to enter the casinos, jackpot machine rooms, open and/or operate a Singapore Pools online account.

FAQs

What should I do if my staff/vendor is under Exclusion by Law but needs to work* in the casino?

- Please inform your staff to contact the National Council on Problem Gambling (NCPG) at admin@ncpg.org.sg or 6354 8154.

What should I do if my staff/ vendor is under an NCPG exclusion order but needs to work* in the jackpot machine room?

There is no change to the current arrangement for jackpot room staff. Excluded employees only need to provide their particulars to the club before entering for work. Clubs need not apply to NCPG for their staff to enter for work. Jackpot machine room licensees are to keep record of all persons entering the jackpot machine rooms, including employees, vendors and contractors who need to enter the jackpot machine room for work.

Can excluded employees, vendors, and contractors gamble on the premises of the casino/jackpot machine room that they work at?

They are not allowed to gamble on the premises that they work* at even after they have been notified by NCPG (casino staff) or provided their particulars to the clubs (jackpot machine room staff).

They will also continue to be disallowed from entering and gambling in the other casino, other jackpot machine rooms that they do not work at, opening and/or operating a Singapore Pools online gambling account.

Casinos and clubs must ensure compliance to the conditions above or risk facing regulatory sanctions.

**Work includes (i) being an employee of the casino/jackpot machine room or (ii) delivering goods or providing services to the casino/jackpot machine room*

What are the help services available for individuals and families affected by problem gambling?



National Problem Gambling Helpline
Tel: 1800-6-668-668



WebChat service
Website: www.ncpg.org.sg



NCPG Appointed Agency
The Resilienz Clinic
Tel: 6397 7300

When should Responsible Gambling Information Be Presented to Players?

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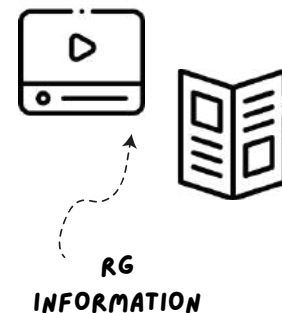
What is this research about



Responsible gambling (RG) tools are created with the hope that they will reduce gambling-related harms. They do so, in part, by helping players make informed choices about their gambling behaviours, including the amount of money they are willing to spend on gambling. To help facilitate RG, some electronic gaming machines (EGMs) allow the player to set a money limit, and then reminds the player when that limit has been reached. Educational materials have also been created that stress the importance of setting a money limit. No research has examined **when players will benefit the most from viewing RG information.**

My colleagues and I (Hollingshead et al., 2019) explored when the best time would be for players to learn about the benefits of RG information. Players were shown an RG educational video about setting a money limit either just before gambling or before deciding whether to continue play after they had reached their money limit. **Players who saw the educational video before deciding whether to continue were more likely to agree to set a money limit before future gambling sessions.** However, the effect of the timing of the RG video was not observed among players with more severe disordered gambling symptomatology. These results suggest that learning RG actively (i.e., pairing RG education with an RG decision) can increase players' intention to gamble within their money limit in the future, at least among those who do not already gamble problematically.

What you need to know



How you can use this research



The timing of RG information is important. Operators should explore how to use active learning within their RG initiatives. For instance, they could **modify EGMs to show RG information at the time when gambling decisions are being made.** Future research should assess whether players are more apt to stick to their money limit when presented with RG information exactly when their pre-set limit is reached.

Citation

Hollingshead, S. J., Amar, M., Santesso, D., & Wohl, M. J. (2019). When should players be taught to gamble responsibly? Timing of educational information upregulates responsible gambling intentions. *Addiction Research & Theory*, 27(6), 507-514. <https://doi.org/10.1080/16066359.2018.1555818>

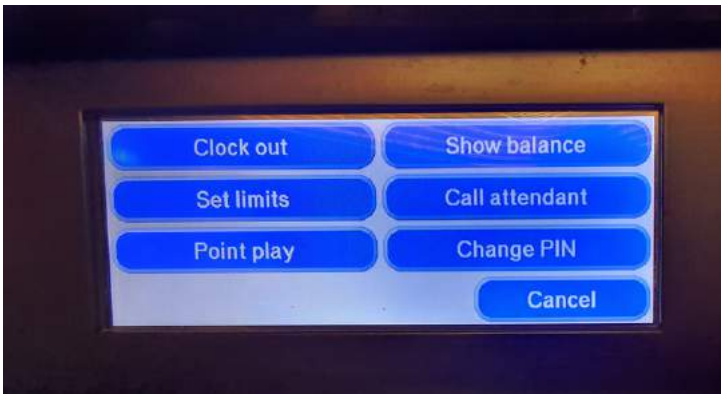
Players' Protection at HomeTeamNS Clubhouses

HomeTeamNS has adopted the Dynamiq Player Protection Module to safeguard their members from the potential harms of problem gambling and promote responsible gambling habits.

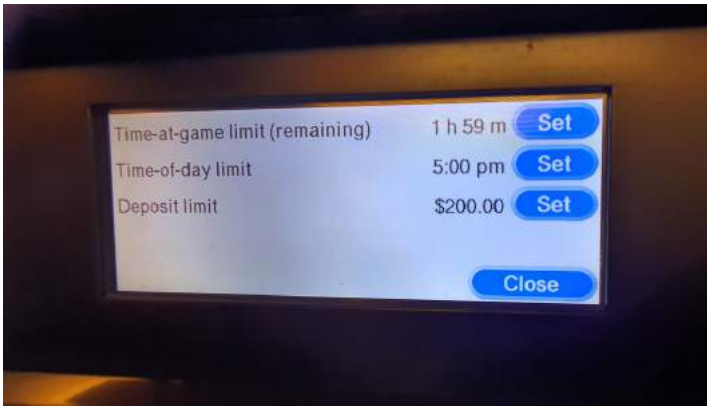
This is how the module works

Patrons will be prompted to set a time limit and deposit limit when they insert their jackpot machine cards to use the machine. They could

- (a) set time and deposit limit simultaneously or
- (b) set a limit for either time or deposit amount.



Patrons will be prompted to set a time and deposit limit.



The play will be disabled once the time/deposit limit is up.

When the time/deposit amount reaches the limit, the play will be disabled automatically. The patron would be required to approach the staff to reset the limits, allowing the staff the chance to provide timely advice on responsible gambling to patrons. The limit system is synchronized across all HomeTeamNS Slot Rooms.

★ **BONUS for PATRONS**

Patrons can seek more information to help make decisions on their gambling. They can request for a statement of their play history from the counter at any time. The play history includes time and amount spent from up to 5 years ago.

How has the system benefitted the patrons?

Patrons are more committed to take breaks between plays and have become conscious of how quickly time passes while gambling.



"It is extremely difficult for me to keep track of time whenever I am gambling. Therefore, I will always set a time limit before every play so that I won't be late for my subsequent appointments. I find this function very useful."

– Mr Peter Chua*, 59



"I used to set a limit mentally in the past. However, I tend to exceed my limit. By adopting this added function, I am more committed to adhere to my deposit limit because I will be "kicked out" of the system whenever the limit is reached. Also, I am less inclined to chase my losses. This function has made me a more responsible gambler."

– Mr Tan Chee Meng*, 40

*Names are redacted

How has the system benefitted HTNS and promoted Responsible Gambling?

"Patrons' play will be disabled upon reaching the limit they set. This automatic intervention increases the staff's capacity to focus on patrons who may need help and allows them to promote responsible gambling. Most importantly, patrons will have to approach the staff to reset the limit to continue gambling. This presents an opportunity for the staff to provide appropriate responsible gambling advice and encourage patrons to take breaks or promote other facilities available in the clubhouse. By setting limits, the patrons have also adopted responsible gambling habits and are given autonomy on self-checks."

– Mr Goh Choon Kiat, Manager of Slot Operations

How I turned my life away from gambling



At a young age of 28 years, I did not know how to gamble responsibly and got addicted to gambling. I incurred debts with the licensed money lenders and banks, which made me very stressed, and I started having negative thoughts. After many difficult discussions with my family, I decided to seek help from The Silver Lining. They suggested that I apply for self-exclusion and/or voluntary visit limits from the casino as a physical barrier to entering these gambling venues. It was not easy, but I managed to repay my debts slowly. With this load off my mind, I have rid myself of the negative thoughts and am happy to remain excluded from gambling. I am also happy to know that gambling operators now promote responsible gambling. This will help others not to fall into the same situation I was in.

- Mr Andy Tan*, 28 years old

*Name is redacted

Help is never too far away

If you come across patrons who need help and are concerned about possible gambling addiction, you can call NCPG (1800-6-668-668) or seek help with a Social Service Agency such as The Silver Lining provides intervention through problem gambling education, debt-management counselling, support group meetings, individual and family counselling and crisis intervention for affected persons and their family members.

 Address: 11 Playfair Road, Singapore 367986

 Tel: 67490400

 Email: admin@silverlining.com.sg

 Website: <https://www.silverlining.com.sg>



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