

# RG Community



## OPENING ADDRESS BY CO-CHAIR MR LAM CHEE WENG

*Welcome to the tenth issue of RG Community.*

With the easing of safe management measures last August, the Responsible Gambling Forum in partnership with gambling operators organised an in-person Responsible Awareness Week (RGAW) 2022, reaching out to nearly 1,700 patrons in 26 gambling venues. I would like to express my gratitude to those who have contributed to the success of the RGAW this year.

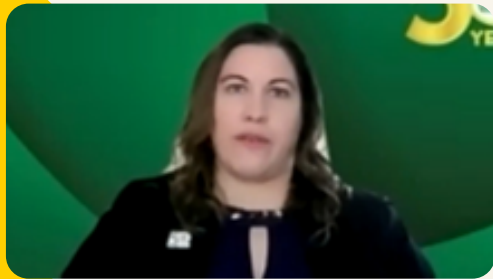
In this issue, we also wish to update operators on the revamped NCPG website which is now more user-friendly for staff to facilitate referrals, and to facilitate patrons' application for self-exclusion. There is also an article with useful learning points from a webinar on Responsible Gambling culture.

As we enter this new year, I hope that this issue of RG community will be useful as you refresh your RG plans. I would like to take the opportunity to wish everyone a happy and healthy 2023.

## Key learning points from National Council on Problem Gambling (NCPG) USA Webinar

Employee Training - An Essential Element of Responsible Gambling Culture

The Webinar was held on 27 October 2022 and hosted by the NCPG USA, with guest speaker Mr Josh Ercole, Mr Alex M. Hvizda, and Ms Diana Dietz.



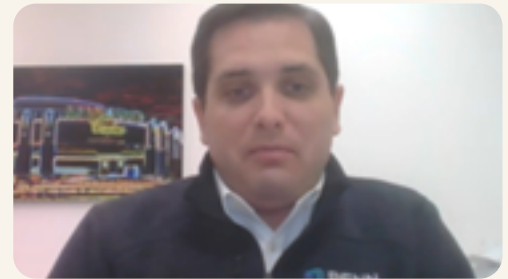
**Ms Diana Dietz**

Deputy Communications Director  
Pennsylvania Lottery



**Mr Josh Ercole**

Executive Director, Council on  
Compulsive Gambling of PA



**Mr Alex M. Hvizda**

Director of Compliance  
(Pennsylvania), Penn  
Entertainment/ Hollywood Casino

Some key learning points which operators may wish to note are:



**RG training is an imperative part of the RG culture.**

Employees who are proficient in RG are the most valuable asset to the RG culture in ensuring that the gambling venue is operating at the highest standards and levels of responsibility.

**Customer facing employees are the best people to promote RG** because they can observe customers' behavioral changes and take immediate actions to provide timely RG tips/advice. Additionally, such ground observations by the employees cannot be replaced by non-qualitative data collected back-end.





## Key learning points from National Council on Problem Gambling (NCPG) USA Webinar

### **RG training should cover the following points:**

- Key elements about RG
- Recognise that ALL employees play a part in this critical initiative
- RG applies to ALL customers
- Know the warning signs of problem gambling (PG)
- Understand the impact of PG
- Increase confidence in approaching difficult customers



### **Operators' management should signal to employees that RG should apply to all levels of the organisation to cultivate RG culture.**

For instance, the operators' management could reward cleaners who have noticed and pointed out customers displaying signs of PG (patron fell asleep in the washroom). The operators' management could organise quarterly pop quizzes for all employees regarding RG information to refresh employees' knowledge of RG.



## Responsible Gambling Awareness Week 2022

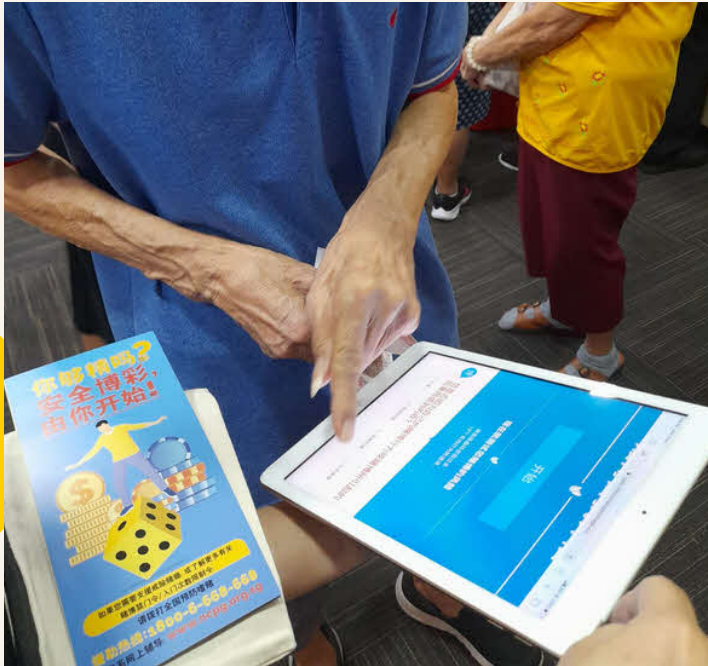
The annual Responsible Gambling Awareness Week (RGAW) was held from 28 October 2022 to 6 November 2022. Roadshows were held at 26 gambling venues, comprising casinos, Gaming Machine Rooms in private clubs, and Singapore Pools branches/outlets.

The theme for RGAW 2022 was "Are you playing Smart? Play Safe, Act now". This was to emphasise to patrons that it was within their individual control to gamble responsibly. There were interactive games to help patrons learn more about responsible gambling, as well as a self-assessment quiz for patrons to understand their gambling profile so that they can take steps to gamble more responsibly.



## Responsible Gambling Awareness Week 2022

Patrons were given responsible gambling brochures, handheld fans, and pouches for completing the various games and completing the gambling self-assessment quiz. Nearly 1,700 patrons participated in the various activities.



For patrons of Singapore Pools remote gambling, Singapore Pools published web banners to promote the Betting Behaviour Self-Assessment quiz to encourage its customers to do a quick 'health-check' on their gambling behaviour. This helps individuals conduct their gambling activity in a responsible manner.



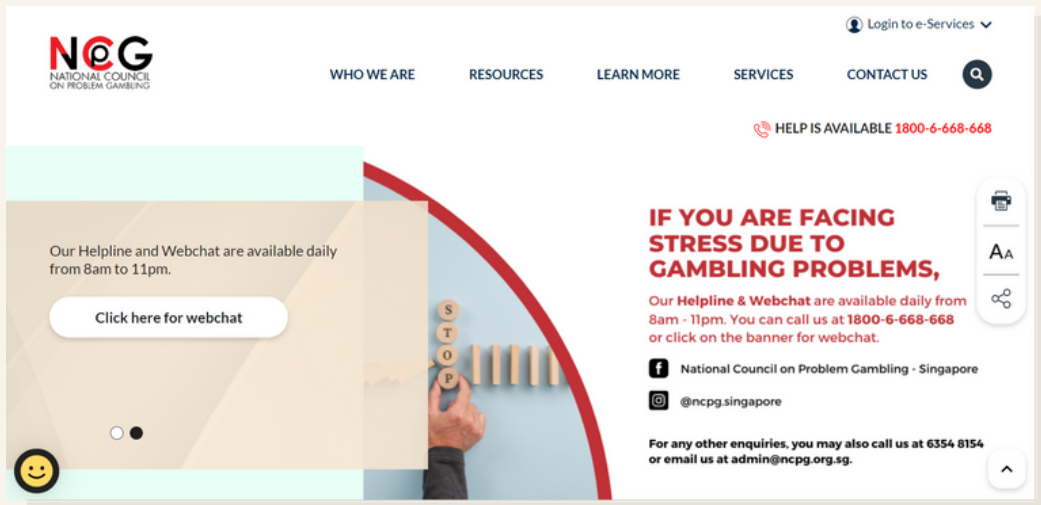
Are you playing smart? Play safe, act now!

Find out more about your betting behaviour through the betting behaviour self-assessment.

**A note of appreciation to all the gambling venues that sponsored the RGAW 2022 roadshows.**



# Launch of the Revamped NCPG website and New NCPG portal



Check out the new website here!

The NCPG website was first launched in 2005 when the NCPG was set up as part of the national framework to address problem gambling. To make the website more user friendly, and e-services more accessible, the website was recently revamped on 10 October 2022.

The new NCPG website has an improved layout, with key information made visible to improve the user experience! In particular, the most commonly accessed e-services are more prominent for users' convenience and the problem gambling helpline is displayed visibly on every page.

Two new sections were also added to the revamped NCPG website:

- a) **Responsible Gambling Forum** microsite detailing RGF's initiatives and where industry's operators may access responsible gambling resource materials and share best practices; and
- b) **Section on gambling risks in online games** for youths and parents to better understand the risk of online games with gaming elements/forms of gambling and exercise control and restrain.

We are working on other features to further improve the website. Stay tuned! Do share your suggestions with us using the feedback form.



[ncpg.org.sg/contact-us/feedback](https://ncpg.org.sg/contact-us/feedback)



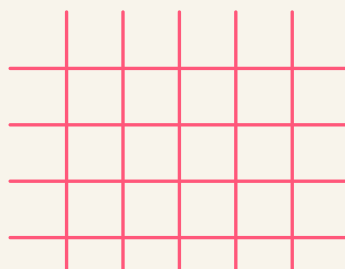
## Launch of the Revamped NCPG website and New NCPG portal

The NCPG Portal provides e-services such as online application for Self-Exclusion and Family Exclusion Order for Casino, Jackpot Rooms in private clubs and Singapore Pools (online betting). Gamblers or family members can book appointments directly with NCPG for counselling and interviews.

Should any of your patrons require assistance to apply for Self-exclusion or need to speak with someone about his gambling, please direct them to the NCPG Portal by scanning the QR code below.



The screenshot shows the NCPG National Council on Problem Gambling website. At the top, there is a navigation bar with 'Main', 'Application', and 'Appointment' menus. Below the navigation bar, there is a 'Good day' greeting and a 'Need Help or Advice on Problem Gambling?' section with a phone number '1800-6-668-668'. The main content area is titled 'My calendar' and features a calendar for December 2022. The 21st of December is highlighted, and a 'My appointment' section for 21 December 2022 is displayed, showing a computer monitor icon and a button to 'Click on the calendar to view upcoming events or make an appointment with NCPG's appointed agency.' Below the calendar, there is a section titled 'I want to' with three buttons: 'Book a Counselling Session', 'Apply for Self-Exclusion', and 'Apply for Family Exclusion Order'.



# RESPONSIBLE GAMBLING FORUM MEMBERS

## COMMUNITY REPRESENTATIVES

## DESIGNATION / ORGANISATION

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EXECUTIVE DIRECTOR, WE CARE COMMUNITY SERVICES

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MS AGNES EU

CHIEF EXECUTIVE, HOME TEAM NS

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MR PAUL TOWN

CHIEF OPERATING OFFICER, MARINA BAY SANDS

MR LIM ENG LEE

CHIEF EXECUTIVE OFFICER, NTUC CLUB

MR TAN HEE TECK

PRESIDENT AND CHIEF EXECUTIVE OFFICER, RESORTS WORLD SENTOSA

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## DESIGNATION / ORGANISATION

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