

RG COMMUNITY

CO-CHAIR'S ADDRESS

MR. SEAH CHIN SIONG



Welcome to the inaugural edition of "RG Community". This bi-annual e-newsletter is conceived by the Responsible Gambling Forum (RGF) with the aim of bringing together all local gambling operators to connect and update one another through sharing of information and best practices on Responsible Gambling.

RGF today has 17 members on-board made up of industry operators (MBS, RWS, Singapore Pools, Singapore Turf Club, social and recreation clubs operating fruit machines) and community leaders. Since its launch in 2013, the RGF has put together several key initiatives, one of which is the launch of the Responsible Gambling Awareness Week (RGAW), a week-long event which brings gambling operators, industry partners and the community together to promote Responsible Gambling. To-date, the RGAW conducted 61 roadshows! This would not have been possible without the cooperation of all parties involved. Other RGF initiatives include regular outreach by YAH! (Young-at-Heart) RG Ambassadors at selected venues.

Responsible Gambling is not new to us. From industry operators to community partners, we have been working to foster a culture of Responsible Gambling. This will always be part of our DNA - to embrace the spirit of Responsible Gambling. From providing a safe and legal platform for customers to implementing RG measures to protect vulnerable members of our community. In this respect, I challenge all operators to work towards:

How can we as operators improve on our own Responsible Gambling efforts?

Inside this Issue

NEWSFLASH

- #1 Revised Permit Conditions for Fruit Machine Rooms
- #2 Responsible Gambling Awareness Week

COMMUNITY SHARING

Guest contribution by
Dr. Thomas Lee, Medical Director
and Consultant Psychiatrist,
The Resilienz Clinic

EVENTS COVERAGE

- #1 Breakfast with the Minister
- #2 NCPG IAP Seminar

I encourage operators who have yet to adopt any RG practices to embark on this initiative, which demonstrates the industry's steadfast commitment to promote Responsible Gambling.

Together, let us continue efforts in making the promotion and adoption of Responsible Gambling a priority.

Seah Chin Siong
RGF Co-chair



Revised Permit Conditions for operating Fruit Machine Rooms

On 20 July 2017, the Ministry of Home Affairs (MHA) announced stronger social safeguards under the permit license conditions to protect individuals from the potential harm of fruit machine gambling. The new measures are being implemented in two phases, on 1st November 2017 and 1st May 2018. These include responsible gambling measures such as:

- Disallowing ATMs, Electronic Funds Transfer at Point of Sale (EFTPOS) systems and credit card facilities in fruit machine rooms;
- Restrictions on fruit machine Advertising and Promotions (A&P); and
- Enforcing exclusion from all fruit machine rooms if the individual has a Self-Exclusion; a National Council on Problem Gambling (NCPG) Family Exclusion Order; or NCPG Exclusion by law.

Responsible Gambling Awareness Week (RGAW)

The RGAW is from 5 Apr to 13 Apr 2018. The theme, "Have you crossed the line?" gets patrons to do a health check on their gambling behaviour. There will be roadshows for patrons and training on Responsible Gambling for gambling operators throughout the week.

CROSSING THE LINE TO PROBLEM GAMBLING

DR. THOMAS LEE
MEDICAL DIRECTOR AND CONSULTANT
PSYCHIATRIST, THE RESILIENZ CLINIC

WHAT IS GAMBLING?

Gambling involves risking something of value such as money on an activity or event in which the outcome is uncertain.

Gambling is simply a game of chance in which the result is random, unpredictable and beyond the gambler's control. When a person engages in social or leisure gambling, the safety line is not crossed so there will be no harm to self and family.



WHAT IS PROBLEM GAMBLING?

This safety line is crossed when a person spends excessive time on gambling, or gambles with money that he or she cannot afford to lose. When a person crosses this line, gambling starts to cause problems or harm in his or her life. This results in problem gambling.

SIGNS OF PROBLEM GAMBLING INCLUDE:

1. Thinking or talking about gambling most of the time
2. Gambling becomes more important than other things
3. Placing bigger and bigger bets in order to feel the excitement
4. Gambling to the last dollar
5. Gambling to cope with bad feelings
6. Chasing losses to recover the money lost through gambling
7. Hiding and lying about one's gambling behaviour and losses
8. Endangering one's career, studies or relationships because of gambling
9. Finding it hard to control, reduce or stop gambling
10. Having debt, unpaid bills or other financial troubles because of gambling
11. Needing other people to provide money in order to relieve a desperate financial situation caused by gambling

*Responsible
Gambling*
OCCURS WHEN
GAMBLING DOES NOT
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OR LIFE FUNCTIONS

WHAT IS RESPONSIBLE GAMBLING?

A responsible gambler gambles for fun and entertainment but ensures that the line of safety is never crossed. He or she understands the risks involved in gambling and the potential problems that can occur if the line is crossed. Responsible gambling occurs when gambling does not interfere with other important activities or life functions.

A person gambles responsibly when he or she:

- exercises self-control over gambling
- balances gambling with other activities
- sets a reasonable limit to the frequency and time spent on gambling
- sets a reasonable budget for gambling

RG tips

prepared by Dr. Thomas Lee

AWARE

- Look out for behavioural indicators of a problem gambler e.g. overstaying, long playing time, frequent visits, repeated ATM cash withdrawals, depressed looking, begging others for money, agitation or even aggression

ASSESS

- Evaluate the situation and decide whether to render help or to protect the patron's privacy
- When in doubt, seek the advice of a supervisor

ASSIST

- Approach gently, confidently and professionally
- Be non-judgemental, show empathy
- Self-introduce, speak clearly and calmly
- Ask to speak in private (never publicly)
- Bring them away to a private area
- Indicate that they seem distressed and ask if help can be rendered in any way
- If they are open, proceed to ask what is the cause of distress
- Offer to connect them to the appropriate help agencies

HELP SERVICES

- **National Council on Problem Gambling (NCPG):**
☎ 1800-6- 668-668 🌐 www.ncpg.org.sg
- **Credit Counselling Singapore (CCS):**
☎ 6225 5227 🌐 www.ccs.org.sg
- **National Addictions Management Service (NAMS):**
☎ 6732 6837 🌐 www.nams.sg

Breakfast with the Minister

20 Nov 2017, Responsible Gambling Forum (RGF) Breakfast Networking Session:
After the opening remarks, Minister Desmond Lee spent some time with RGF members discussing various topics relating to responsible gambling practices.



Minister Desmond Lee thanked members of the Responsible Gambling Forum in his opening remarks for volunteering their time and expertise.

Events Coverage

BUILDING OUR COMMUNITY

NCPG IAP Seminar

8 Nov 2017, the National Council on Problem Gambling (NCPG) International Advisory Panel (IAP) Seminar "The Future of Gambling and Data-Driven Responsible Gambling":

Three distinguished IAP members, Dr Jon Kelly, Dr Sally Gainsbury and Dr Brett Abarbanel spoke to some 130 participants from the gambling industry and community stakeholders on "Rise of e-Gaming and Internet Gambling among Youths", and "Data-Driven Responsible Gambling".



IAP Members and Professor David Chan (NCPG Council Member) at the panel discussion.