

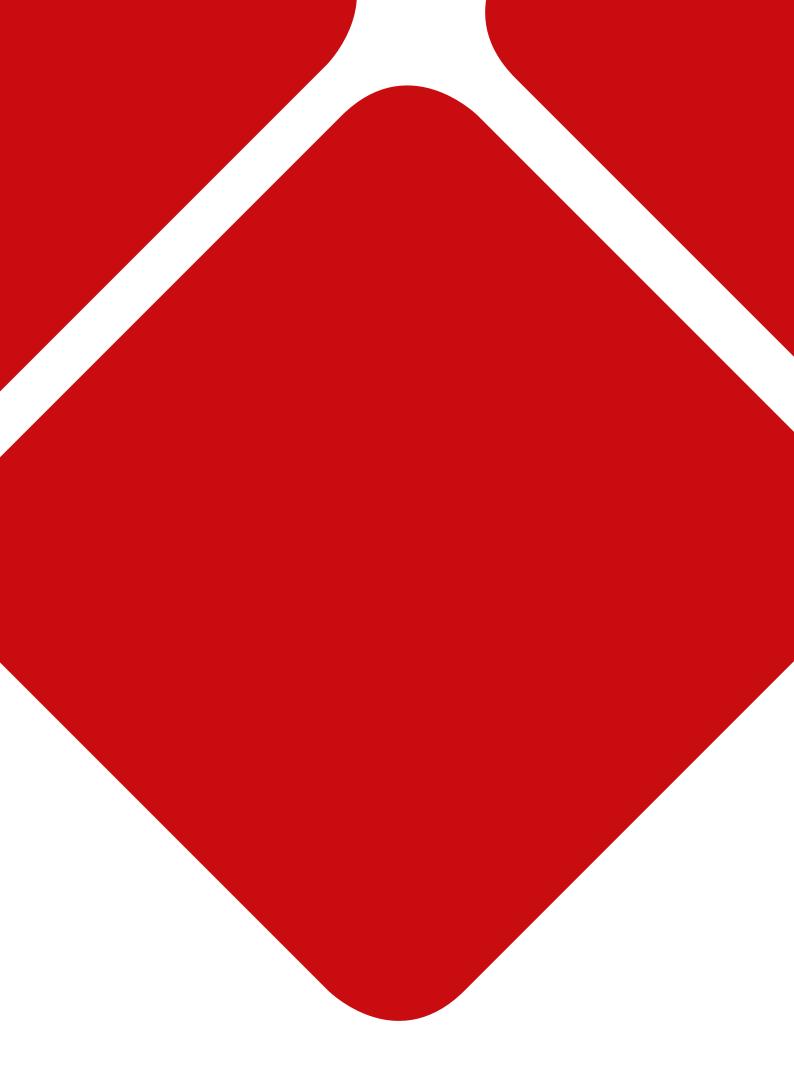
# ANNUAL REPORT

2017/2018



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# A GAMBLING PROBLEM HURTS WINNERS KNOW WHEN TO STOP



# PART A: GENERAL INFORMATION

# GENERAL INFORMATION

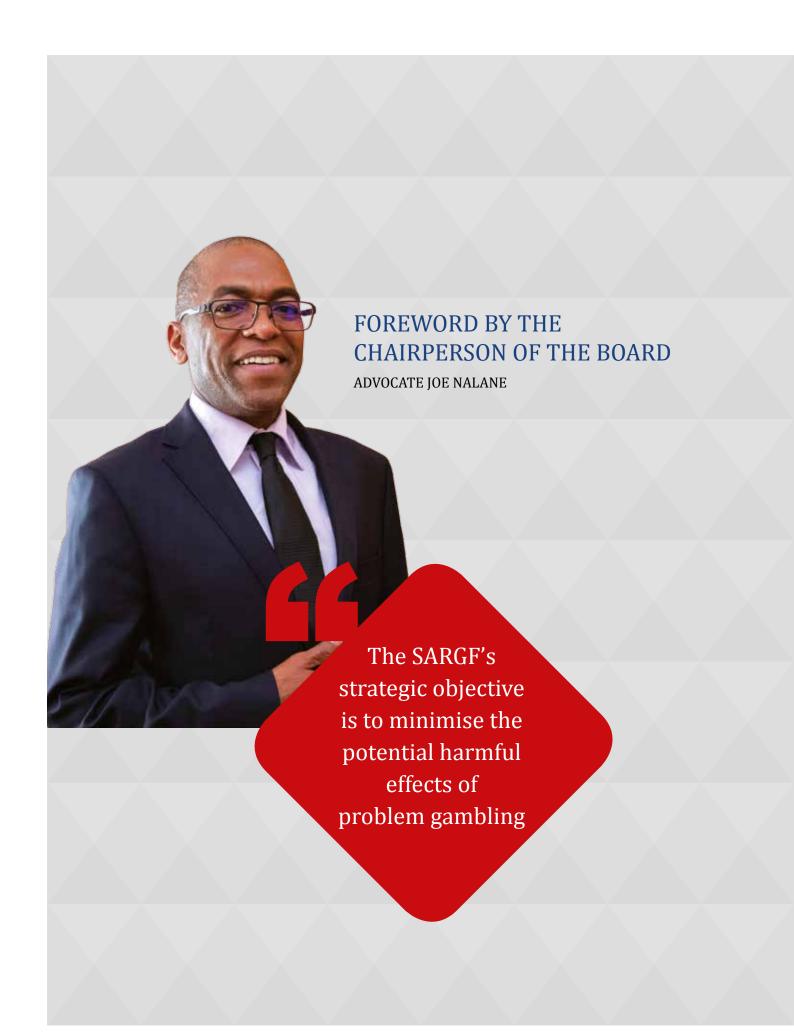
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# ABBREVIATIONS AND ACRONYMS

ABBREVIATION/ACRONYM	DESCRIPTION
AOP	Annual Operational Plan
CASA	Casino Association of South Africa
CEF	Central Energy Fund
DG	Disordered Gambler
ECGBB	Eastern Cape Gambling and Betting Board
FSGBL	Free State Gambling, Liquor and Tourism Authority
GGB	Gauteng Gambling Board
GGR	Gross Gambling Revenue
KZNGBB	KwaZulu-Natal Gaming and Betting Board
LGB	Limpopo Gambling Board
LPM	Limited Payout Machines
MER	Mpumalanga Economic Regulator
MOA	Memorandum of Understanding
NCGB	Northern Cape Gambling Board
NGB	National Gambling Board
NRGP	National Responsible Gambling Programme
NWGB	North West Gambling Board
SARGF	South African Responsible Gambling Foundation
the dti	The Department of Trade and Industry
WCGRB	Western Cape Gambling and Racing Board
PG	Problem Gambling
PGD	Pathological Gambling Disorder
PLA	Provincial Licensing Authority
SP	Strategic Plan
TP	Treatment Professional









18500

problem gamblers have been treated since the foundation's inception.

This has been accomplished with the limited funding from operators of about 0.1%.

It is my pleasure to present the 2017/2018 Annual Report of South African Responsible Gambling Foundation (The Foundation). This report shows that a lot of good work is being done to deliver on the mandate of the Foundation but much more is needed. Our investigation found that through partnerships a lot more can be done. There is also a great need to improve coordination of efforts and promote a more integrated approach in all provinces regarding responsible gambling.

#### HIGH LEVEL OVERVIEW OF SARGF'S PERFORMANCE

The mandate of SARGF is to manage and minimise the potential harmful effects of problem gambling by providing a comprehensive treatment and counselling programme for gambling disorders as part of our mandate this programme is offered free and confidential.

The SARGF's main strategic objective is to broaden and deepen its reach into both rural and urban communities. During the period under review local media and consumer shows were targeted enabling the SARGF to reach out to citizens residing in areas where gambling establishments are increasing. Public education and awareness campaigns play a pivotal role in creating cognizance around the dangers of excessive and irresponsible gambling.

Since inception, the Foundation has treated 21 077 problem gamblers. This has been accomplished with the limited funding from operators of about 0.1%. There is increased demand for treatment and counselling and the SARGF will continue to deliver to the industry it serves. Further inroads can be made into the industry with further capital injection into SARGF.

#### STRATEGIC RELATIONSHIPS

SARGF's key strategic partners include government as represented by the Provincial Licensing Authorities (PLA) and the industry Operators. While the industry Operators transferred an amount close to 24 Million in 2017/2018 financial year, no new capital was allocated to the Foundation during the year under review.

The importance of the network of Regulators as partners operating in all provinces, who regulate the industry and ensure that operators conform in terms of promoting responsible gambling, cannot be underestimated as they form the interface between SARGF and its target industry. Through them, we are able to proficiently and effectively deliver to the society. The on-going demand for treatment and counselling provided through the SARGF supports the continued existence of SARGF. We further consider the National Gambling Board and the Department of Trade and Industry as the other important strategic partners as the oversight role that these institutions play is critical in sharpening our focus on the mandate that defines SARGF's existence.

#### **APPRECIATION**

As the SARGF, we are highly grateful to our Industry partners who continue to enable SARGF to fulfil its mandate. They are a critical link between us and the people we serve. During the course of the year Mr. Mpho Ramafalo, one of the Non-Executive Directors, resigned. His contribution to both the Board will be missed. To the other members of the Board, my deep appreciation for your support and your dedication to achieving the targets set for the Foundation. Lastly, as the Board we are grateful to the whole SARGF team for its dedication and the role that each member of staff plays in ensuring that SARGF achieves its mandate.

I look forward to a challenging and exciting year ahead.

Advocate Joe Nalane Chairperson of the Board



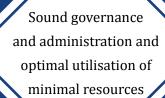
#### **ABOUT US**

The South African Responsible Gambling Foundation (The Foundation) is a not-for-profit NPC in terms of the Companies Act (Act no. 71 of 2008, as amended), and as such is funded by contributions from the South African gambling industry - which includes the casino, betting, bingo and limited pay-out machine (LPM) industries. The industry contribution is curbed at 0.1% of the industry's Gross Gambling Revenue (GGR) (i.e. money staked less money paid out in winnings). We provide free treatment and counselling to individuals affected by gambling as well as prevention programmes and industry training.





### **OUR STRATEGIC GOALS**



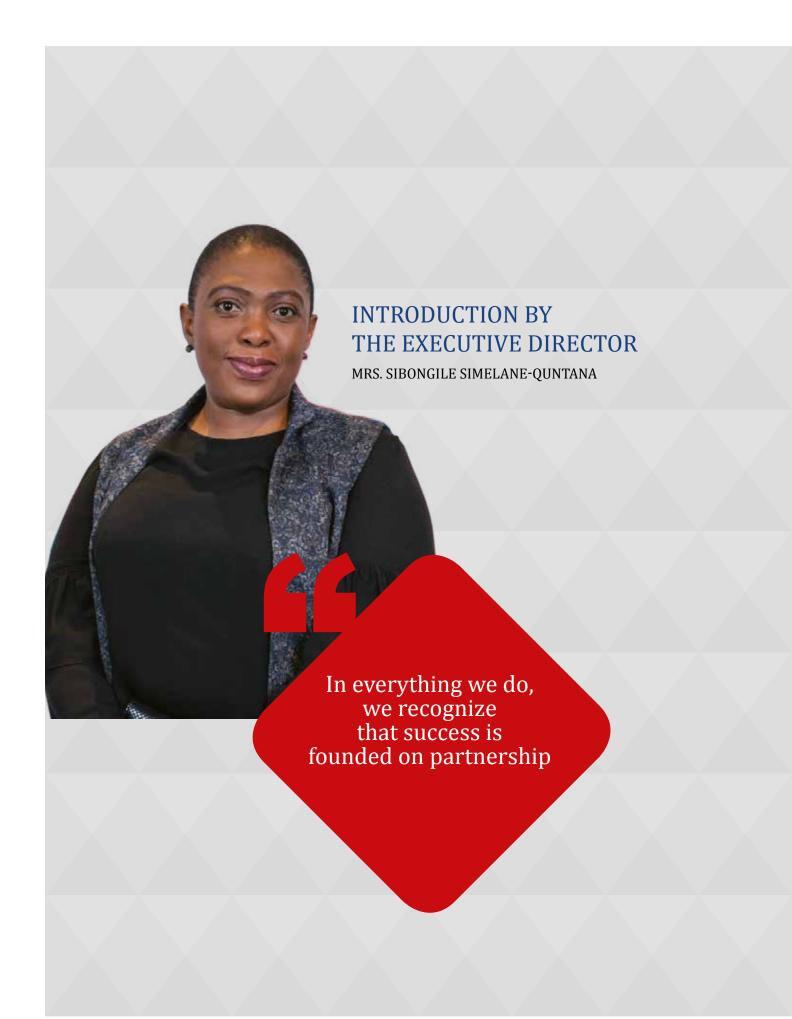
A recognised
hub for research
and intelligence on
responsible gambling
and problem
gambling

Broad access to information, education and public awareness programmes on responsible gambling

Empowering the gambling industry to understand, identify and respond to incidents

Free
compressive
treatment and
counselling services
for those affected
by problem
gambling









# Together we can manage and mitigate the potential harmful effects of problem gambling in a just, resilient, and inclusive manner.

In 2017/18 we looked at a new sustainable development agenda for people receiving treatment and counselling and other matters related to disordered gambling. The SARGF is rising to that challenge and building upon a history of achievement, including major results for an increase number of patients successfully treated.

In everything we do, we recognize that success is founded in partnership. We have taken every opportunity to encourage the industry to partner with the SARGF on strategic programmes centered around the theme responsible gambling. In 2017/2018 a number of Memorandum of Understanding (MOA's) were signed with various stakeholders including Provincial Licesing Authorities such as the North West Gambling Board and the Gauteng Gambling Board to mention but a few. The process, and the results on stakeholder engagement, have supported an intense programme of mobilizing re-commitment to propel, initiatives on responsible gambling in both rural and urban centered communites.

A growing share of our strategic partnerships are now starting to take root in the public sector as we work together on fostering policy changes at the workplace with a focus on issues of employee wellness calling on restrictions to be placed on online gambling especially during office hours. Problem Gamblers be referred to the SARGF by the employer and creating awareness around the dangers of problem gambling at workplace. In April 2017 we launched the Responsible Gambling Workshops in association with the Eastern Cape Gambling Board with particular focus on public sector employees, Senior Executives, Human Resource Management, and all employees across all occupational levels.

This programme provides an opportunity for the employer and employees to begin conversations about the dangers of disordered gambling at workplace and where to find help. Government employees are now empowered to be change agents in that they champion matters of responsible gambling at workplace using posters, cases studies and influential information on how to identify a problem gambler at workplace in order to mitigate the risks associated with problem gambling at workplace. The gambling industry, including

Operators and Regulators, remains a bedrock partner for all our endeavours, both as the everyday voices of conscience and the invaluable "feet on the ground" in the promotion of responsible gambling in licensed establishments and supporting the tagline "Winners Know When to Stop" and promoting the NRGP Toll free counselling line  $0800\ 006\ 008$ .

Ultimately, all our work is directed towards improving lives, and helping gamblers recover from gambling addiction. The Foundation is driving public awareness campaigns on responsible gambling as well as training industry captains to be in a position to identify problem gamblers at licensed establishments. All of this requires increased and renewed investments, a strong commitment to improve data collection and analysis, through our research programme and established responsibilities for all stakeholders, including the private sector.

The 2017/18 report provides examples that demonstrate the Foundations impact in managing and minimizing the potential harmful effects of problem gambling. We are proud to have been able to reach out to various communities in the entire country. We strive to achieve the maximum impact with the resources entrusted to us. We invest in evaluating our work so that we can continue to learn from what we do and to improve further.

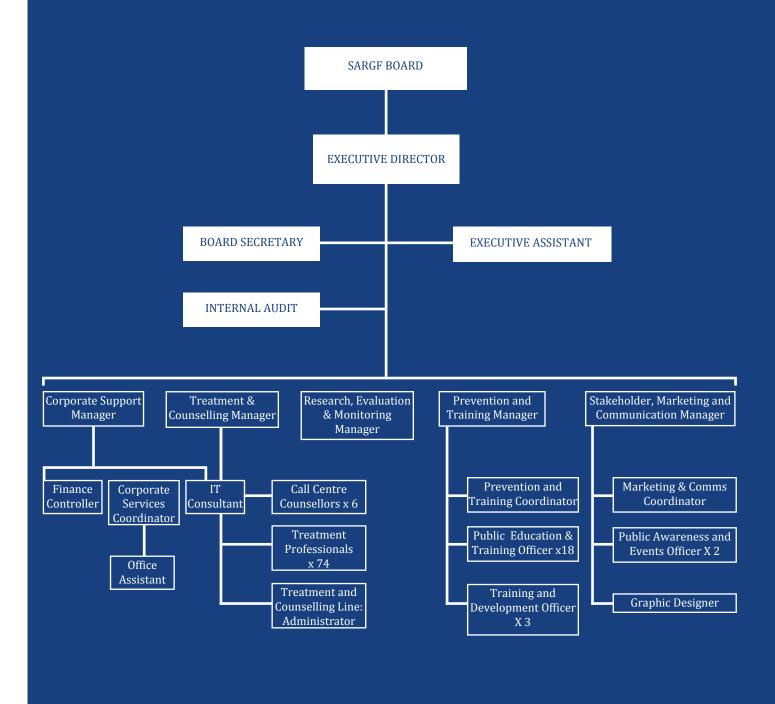
As this report highlights, the Foundation strongly commits to providing free confidential treatment and counselling and collaboratively setting new norms through research findings, delivering well-targeted programmes, and enlisting game-changing partners both within and outside the gambling industry to accelerate behavioural change and increase understanding of responsible gambling.

Together we can manage and mitigate the potential harmful effects of problem gambling in a just, resilient, and inclusive manner.

Mrs. Sibongile Simelane-Quntana Executive Director - SARGF



### ORGANISATIONAL STRUCTURE





### SARGF BOARD MEMBERS



Adv. Joe Nalane Chairperson of the Board



Ms. Sibongile Simelane-Quntana Executive Director



Adv. Themba Ngobese Casino Association of South Africa (CASA)



Mr. Themba Marasha Casino Representative



Mr. Serobi Maja Casino Representative



Ms. Zaida Samuels Limited Payout Machines Representative



Ms. Bibi Fatima Loonat Gaming Representative



Mr. Thabani Khanyile Independent Chairperson Audit & Risk



Ms. Portia Baloyi Regulator Representative



Mr. Mabutho Zwane Regulator Representative



Mr. Johnny Sexwale Regulator Representative



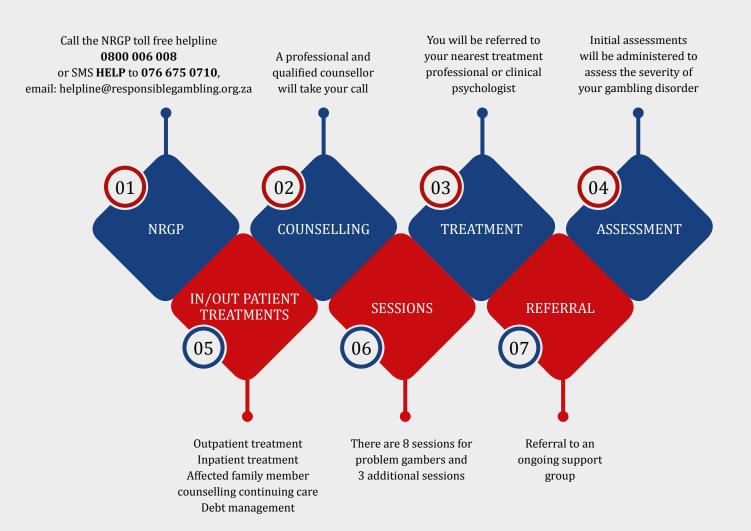


# PART B: PROGRAMME INFORMATION

# TREATMENT AND COUNSELLING PROGRAMME

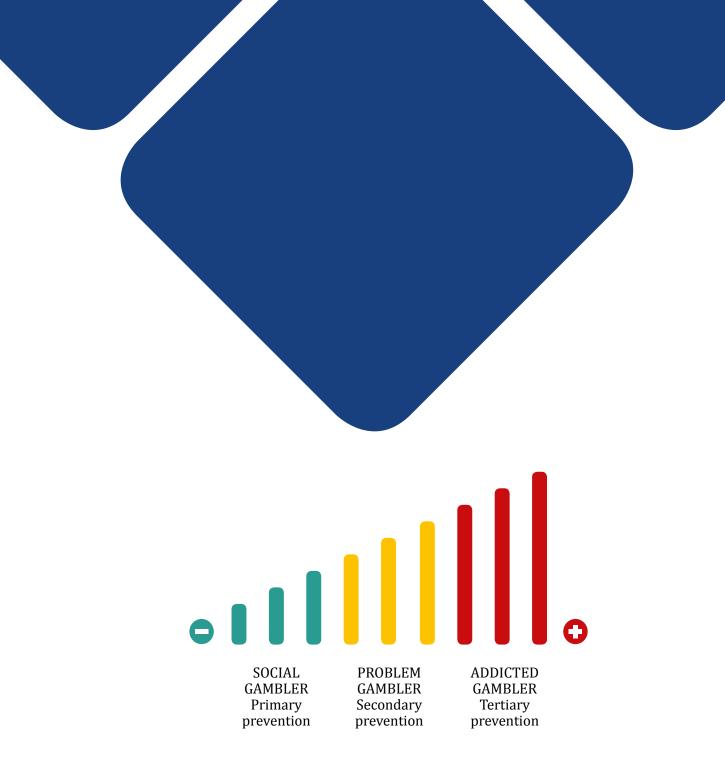
The Foundation's treatment and counselling programme is designed to assist problem gamblers to come to terms with their gambling disorder and possible triggers. The diagram present 7 steps to getting help and the available suport & referral services.

#### SEVEN STEPS TO GETTING HELP



Over the past 18 years we have treated 18 500 addicted gamblers, this number includes people who voluntarily sought help either through the self-exclusion programme or by contacting the counselling line including those referred by friends and relatives. Some, however, wait until their gamling problem is significant. To undertstand the type of gamblers and category that they belong, the section below displays various types of gamblers and provides guidelines on the required interventions and the services that are offered by the Foundation at various points.





#### **PRIMARY PREVENTION**

Non gamblers and social gamblers are individuals who know less about the gambling world and the consequences of gambling irresponsibly. Individuals like these will benefit from the Foundation through exhibitions and public, education concerning how to always view gambling as an activity to entertain themselves and it must not be done often with the intention trying to increase their finances or escape personal problems. Problem or disordered gamblers were once non gamblers or social gamblers too. This community will highly benefit from education concerning disordered gambling.

#### **SECONDARY PREVENTION**

Frequent, binge, professional and problem gamblers are people who are already experiencing difficulties in different areas of their lives and are in danger to become compulsive or disordered gamblers. These are people who will benefit from the self-exclusion programme and the SARGF outpatient treatment programme.

Self-exclusion assists them to stop accessing the casino floor, while the treatment programme uses cognitive behavioural programmes to assist them to change their beliefs about the gambling activity, develop financial management skill that were damaged by their frequent or binge gambling, and it also helps them to develop and adopt new positive behavioural strategies.

#### **TERTIARY PREVENTION**

Disordered gamblers are individuals whose lives had been severely affected by their gambling behaviour. They have comorbid disorders such as bipolar mood disorder or alcohol/substance abuse. Individuals like these had lost their careers, family, friends and belongings because of gambling and yet they continue to gamble irresponsibly. Outpatient programme can no longer rehabilitated such individuals and that is why we refer them to our inpatient programme. Inpatient programme help them to move from an environment that they gamble in a place them in a space surrounded by people who are helping to get out this gambling behaviour.



#### TELEPHONE COUNSELLING LINE

The SARGF provides a free and confidential treatment and counselling service to any person with a gambling disorder. This service can be accessed through a 24/7 toll free counselling line. This service includes telephonic psychoeducation and motivational interviewing. This type of counselling is offered after assessing the extent of the problem and determining whether the individual will benefit from motivational interview or should receive one-on-one pyschoeducation therapy with one of the Foundation's treatment professionals. Wherever there is a physical addiction to a substance or activity – there is likely to be a psychological addiction too and the Foundation counselling team aims to relieve the psychological addiction by exploring the root cause while helping the problem gambler to develop and recover from the addiction.

#### PERCENTAGE OF TELEPHONE COUNSELLING LINE CALLS RECEIVED

#### Forty percent (40%) (1094)

of the calls were mainly problem gamblers, these
2 727 are individuals who have the urge to gamble continuously
despite harmful negative consequences or a desire to stop

total number of calls received from the toll free counselling line in 2017/2018

#### One percent (1%) (23)

of the calls were those individuals seeking advice and guidance on how to assist a person with a gambling addiction; these calls did not require further intervention



# Thirty eight percent (38%) (1048)

of these were information calls and individuals that want to learn more about the services and mandate of the Foundation

#### **Three percent (3%) (75)**

of callers were mainly family referrals using our free service that provides information and referrals for families and young people seeking support

#### **Eitheen percent (18%) (487)**

were miscellaneous calls, a mixture of calls of different natures such as calls inquiring about a slot machine, mechanical fault or how to register in order to place a bet



#### THE TREATMENT PROGRAMME

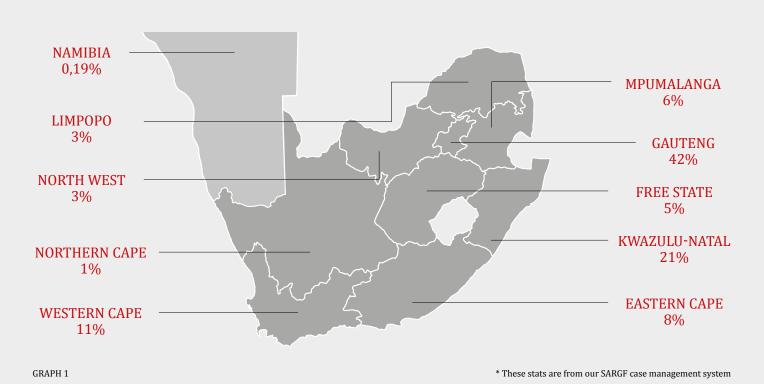
The Foundation has a network of 72 Treatment Professionals (TPs) in South Africa consisting of psychiatrist, psychologists, and clinical social workers. The treatment programme assists individuals with a gambling disorder to come to terms with their gambling addiction and to identify possible triggers. The Foundation's TPs adhere to DMS-5 to diagnose gambling addiction and to employ treatment techniques, such as use cognitive behavioural therapy to treat individuals with a gambling disorder and those that present a comorbid disorder.

On average, 37 individuals with a gambling disorder attended the initial 2-hour assessment with the treatment professional. At least

25 gamblers completed an average of six individual face-to-face therapy sessions a month, with each treatment session lasting 60 minutes. Of those who attended the first session; 36% were black; 33% were white and coloured; 31% were indian.

During these sessions, underlying comorbidities (i.e. suicidal ideation, domestic violence, mood disorders, and illicit drug use as well as alcohol abuse) were elicited and subsequently addressed and treated accordingly. Over 30% of individuals in treatment reported to have committed a form of crime (i.e. fraud, theft or prostitution) to fund their gambling disorder. Graph 1 provides an in-depth analysis of problem gambling per province in percentages.

#### PERCENTAGE OF PROBLEM GAMBLERS

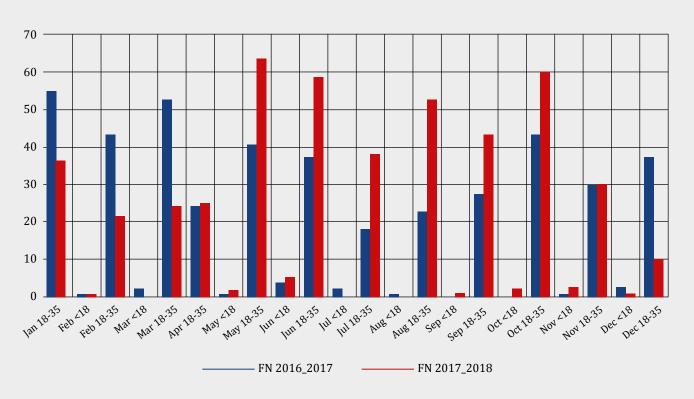


In comparison with the previous financial year 2016/2017, our analysis indicates that Gauteng statistics on problem gambling has decreased from 51% to 42% in the financial year 2017/2018. Furthermore, an interesting observation is that KwaZulu-Natal has also decreased from 28% to 21% with Western Cape increasing from 6% to 11%. These statistics show that more and more people are utilizing the toll free counselling line in order to receive help on problem gambling issues. It is also noticeable that people are begining to gamble responsibly and that they are remaining within their means, especially in Gauteng and KwaZulu-Natal where we have seen a substantial drop of problem gambling related calls.

A further breakdown on problem gambling analysis is given, in graph 2, in relations to age. The Foundation has seen an increase in numbers of referrals of youth between the ages of 18 and 35. This target group in particular sought counselling and treatment related support. This financial year registered an increase of 8% from 447 in 2017/2018. This could be due to a number of factors including an increase in the public awareness campaigns, media activations, The National Responsible Gambling Month as well as the concerted effort to target and reach the youth.



#### ANALYSIS OF YOUTH GAMBLING 2016/2017 AND 2017/2018



GRAPH 2

Graph 2 also shows similar patterns to the previous financial year in terms of the trends regarding high demand and low demand seasons. There are times of the year when the number of youth who seek treatment and counselling is at its peak. In the 2017/2018 financial year, there is a particular sharp increase in the months of January and March followed by a significant drop in May.

The rate however picks up again in late May, showing a steady gentle increase between May and June followed by a drop in July. While the number of referrals was still high compared to the previous financial year during the same period between July and September, in the 2016 /17 financial year the number of youth who sought counselling and treatment stabilized showing slight

variations between the 3 months. It was however, followed by yet another sharp increase in October.

Our assessments showed that the youth entering the Foundation's treatment programme have strong family history of gambling addiction or alcohol abuse, and within a few years of starting to gamble, they lose control. These young people prefer to gamble at a casino or slot machines and they either have a permanent job or are self-employed. They advised that they sought help by contacting the counselling line, as their gambling had reached a point where they had lost control.



#### **SELF-EXCLUSION**

#### **SELF-EXCLUSION: A DEEPER ANALYSIS**

Self-exclusion policies and programmes are widely used harm reduction strategies; mostly used by the casino industry in an attempt to provide an option for those who have gambling disorders to avoid further gambling. It is a response to and a strategy aimed at addressing, and preventing problem gambling and an important component of any public health strategy that aims to minimise gambling-related harms and these should be based as far as possible on empirical evidence for effective programme components.

In her 2014 research, American researcher Sally Gainsbury bemoans that there is, minimal robust and comprehensive research that has been conducted to evaluate the effectiveness of self-exclusion programmes. Her view supports the view stated by Nowitzki and Williams in their research study as early as 2002, where they argued strongly that there is a lack of information about these programmes. This is still a challenge as there are no in-depth studies on particularly the effectiveness of self-exclusion as an intervention strategy. It is clear though that where there is an assessment of the programmes and policies there are many areas in which existing programmes could be improved.

We can also glean some lessons from these available studies as well as some lessons we as an organisation are able to draw from our own treatment statistics.

But what do we know about the current self-exclusion processes?

#### **SELF-EXCLUSIONS TRENDS: WHAT WE KNOW**

Self-exclusion is a legislated programme where a player may wish to exclude himself/herself from gambling activities. In terms of the legislation anyone can apply for self-exclusion. A request for exclusion can be obtained from Gambling Board and any of the gambling operators through their security departments. In areas that have enacted self-exclusion policies, an individual who is aware that they suffer from a gambling disorder can voluntarily request that their name be added to the self-exclusion list.

An individual that is excluded from gambling activities cannot take part in any gambling activity during a specified period.

#### Government regulations and Policy on self-exclusions

Given the difficulties faced by problem gamblers to effectively gamble within pre-set limits there are grounds for government to ensure that resources are available to assist them. The South African Gambling Act, for example, provides a register of excluded persons on which their identifying details are captured. Casinos also make use of their internal processes to effect the exclusion of gamblers wishing to ban themselves from gambling. This info is circulated to relevant licensing authorities.

Although industry bodies may self-impose the responsibility to provide appropriate harm minimisation interventions, government regulations provide the necessary power to ensure that these are effective, empower venues to enforce their commitments and impose penalties for industry operators and individuals who do not comply with agreed strategies.

All licensees shall develop a policy on self-exclusions and submit same to the Board.



The Board may publish by notice minimum requirements for the self-exclusion policy.

#### Types of self-exclusion programmes

In the international literature the most mentioned self-exclusion programmes is venue-initiated exclusion and patron self-exclusion. In South Africa, the National Gambling Act refers to self-exclusion and third party exclusion. Self-exclusion is of course initiated by the gambler, while the third party exclusion can be ordered by the court upon application.

Self-exclusion programmes are also understood in the following categories:

- **Specified Self-exclusion:** This is when a punter excludes himself from a particular gambling venue.
- **Provincial Self-exclusion:** This is when a punter excludes himself from venues in a particular province.
- **National Self-exclusion:** This is when a gambler excludes himself from all venues nationally.



#### The period of exclusion

The period of exclusion is also a contentious issue especially in assessing the effectiveness of self-exclusion programmes.

The periods of self-exclusion vary from six (6) months to irrevocable lifetime bans. During this period of exclusion, an individual that is excluded is offered counselling and support. In fact gamblers should be required to undergo counselling as this is the condition under which the ban can be lifted. By signing a self-exclusion agreement, individuals agree to certain obligations. These include:

- For nominated venues, they agree not to enter gaming areas, not to play gaming machines or not to enter the venue at all;
- Authorising staff to stop them from entering or remaining in a gaming area or venue that they are excluded from;
- Authorising for photographs and personal details to be taken and disseminated to relevant venues and for venues to display the photographs;
- Waiving the right to sue nominated venues, their staff or the
  programme administrator on the grounds of assault,
  defamation or failing in a duty of care to exclude accept
  their personal responsibility to stay away acknowledge that
  nominated venues or their staff have no legal duty implied
  by the self-exclusion deed.

At present, it is the responsibility of the player who requested to be excluded from participating in gambling to ensure that he or she complies with the terms of the self-exclusion. In case of non-compliance the punter may be denied access to gambling and in certain circumstances in addition a charge of trespassing.

One of the critical areas requiring vigorous discussion is, where does the responsibility of the venue lie?

#### Who seeks self-exclusion?

Most gamblers who opt for self- exclusion are likely to be married, between the ages of 30 – 49, male and are likely to be employed.

Graphs 3-6 are generated from statistics from the treatment unit at SARGF. They give us a glimpse of who seeks treatment, having taken the decision to self-exclude. The data is by no means conclusive as it only focuses on those gamblers who seek treatment at the SARGF. In the last 5 years the analysis of treatment seekers show consistently that age groups 35 to 44 are likely to seek help and self-exclusion.

The data from our treatment programmes shows that of those who self-exclude 56% are male and 44% are female. This could be because the majority of gamblers are male.

Our treatment data, as depicted by graph 5 also shows that 53% of those who seek self-exclusion are employed full time and 30%

are self-employed. Based on the narrative, one of the push reasons for gamblers to seek self-exclusion is the strain it puts on their finances as well as the risk it puts on their jobs.

A majority of those who seek self-exclusion are married. Just about half of those in the SARGF treatment programme are married.

#### Role of venues in creating awareness on and enforcing selfexclusion

A question about the responsibility of the venues in enforcing self-exclusion was raised earlier. What is the role of the gambling venues in creating awareness regarding self-exclusion and abiding by the agreement of self-exclusion?

In as far as creating awareness, it is currently standard for most venues to advertise self-exclusion programmes on their websites and through pamphlets and displays in the venues. Individuals wishing to self-exclude can usually register, sign the agreement and have their photograph taken at a venue. It is therefore important that this information is displayed in areas easily accessible to gamblers.

Gamblers are then advised that there is help for problem gambling, receive information about the self-exclusion programme and the nature of the agreement, including their responsibility to uphold it and may be provided with referral information for further help. As far as enforcement is concerned, venue security personnel typically enforce self-exclusion policies. A breach is recorded if the person is discovered contravening their agreement. The first time a person is discovered breaching self-exclusion, they are typically asked to leave the venue. In some jurisdictions, this process involves the attendance of a law enforcement officer or representative from the gambling regulator. Someone breaching a self-exclusion agreement can be charged with an offence and/or fined for trespassing. It is not uncommon for excluded persons to evade detection, violate the ban and gamble.

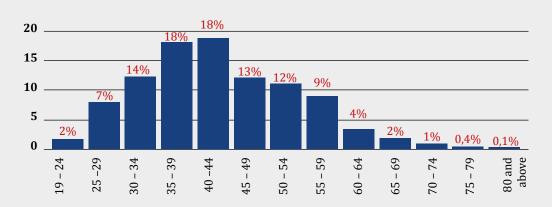
#### Lifting self-exclusion bans

Requests for up-liftment of the self-exclusion order will only be considered once the self-exclusion order has been in force for the specified period and the player proves that he or she has attended counselling sessions. If a person who has been added to the self-exclusion list enters or attempts to enter a gambling venue that participates in the self-exclusion programme, they can be arrested or even charged with trespassing. In addition, any chips, tokens, credits or other winnings in their possession at the time of arrest can be confiscated or invalidated.

It should be clear now, however that self-exclusion agreements generally do not constitute a formal contract enforceable by law (Napolitano 2003).



#### **AGE DISTRIBUTION**

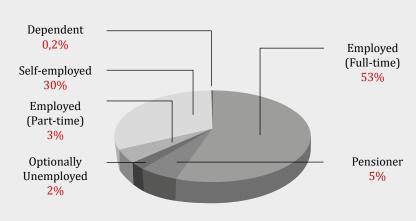


GRAPH 3

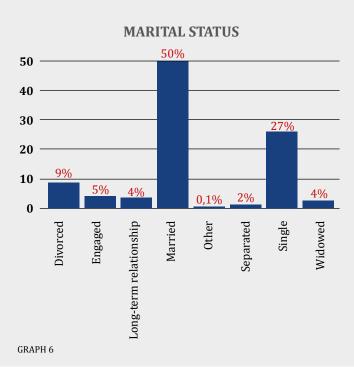
#### **GENDER DISTRIBUTION**

# Female 44% Male 56%

#### **EMPLOYMENT STATUS**



GRAPH 5





#### THE EFFECTIVENESS OF SELF-EXCLUSION

The question then is whether self-exclusion is effective in mitigating the impact of problem gambling?

As pointed out earlier, minimal research has been conducted to evaluate the effectiveness of self-exclusion programmes. But this is what the available research tells us:

- Self-exclusion programmes seem to help some (but not all) problem gamblers to gamble less often.
- Self-exclusion programmes are under-utilised by problem gamblers.
- Self-excluders breach their agreements.
- They are also not completely effective in preventing individuals from gambling in venues from which they have excluded, or on other forms.
- Studies by Gainsbury in 2013, generally find that the
  majority of participants benefit from such programmes
  including decreased gambling, increased psychological
  wellbeing and overall functioning, reduction in related
  psychological difficulties including depression and
  anxiety and that they feel they have more control of their
  circumstances.
- The benefits also include participants reporting improved financial circumstances, decreased time spent gambling, reduction in problem gambling severity and negative consequences of gambling.

Data from the treatment unit at SARGF shows that there is a steady growth in the number of patients who once seek self-exclusion and subsequently treatment.

As indicated, by graph 7, there is definitely a notable increase particularly from 2016. Although we do not have the full picture for 2018, we are currently sitting at slightly higher than 50% of the 2017 figures. As far as growth in numbers is concerned, there is evidence that more people are coming through our programme via the self-exclusion programme. But we also know that most of them become repeat self-excluders; which raises a question on the effectiveness of the programme.

However, a key deficit in the gambling exclusion as Gainsbury observed is that the majority of problem gamblers do not enter into these agreements. This is because it is seen as an embarrassing step. Barriers such as limiting embarrassment in instigating processes are necessary. Also removal of unnecessary complexity in the application and registration. The processes can be deemed long and tedious. The forms the gamblers are expected to fill in are, for example, too long.

The success of self-exclusion is also partially dependent upon the ability of gambling operators to accurately identify programmes participant in order to detect and report violations of the self-exclusion agreement. Identifying self-exclusion from photographic information is highly problematic from the venue's perspective and the problem of detection is compounded with growth and expansion of the programme. It is not uncommon for the breach to go undetected.

#### WHAT MORE CAN BE DONE?

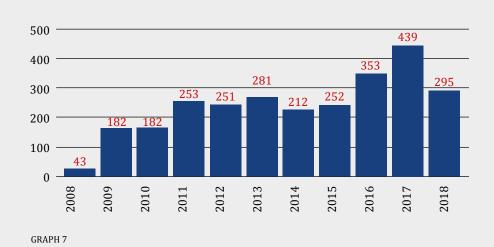
- Access to information is critical. Our data shows that the most relied upon source of information by gamblers is referral by the gambling venue followed by information from staff of gambling venues and then information from the gambling boards
- Clear information about the self-exclusion programme and promotion of programmes is important if we are to increase utilisation;
- Improve venue based strategies;
- Programmes must offer a range of time periods for exclusion:
- Operators must remove all self-excluded persons from mailing lists and stop offering them incentives during the period of self-exclusion;
- Reinstatement process should occur before the selfexclusion individual is permitted re-entry into gaming facilities. The ease with which a self-exclusion may be reversed is a cause for concern;
- Operators must have an effective training programme for all staff who have a role to enforcing the self-exclusion programme including refresher training;
- Self-exclusion programmes should be monitored and evaluated to ensure programmes are effective, have no unintended harmful consequences and are conducted in compliance with the required processes;
- Should be flexible to accommodate the needs of individual gamblers, but must be recognised as a severe form of pre commitments intended for those who are unable to control their own gambling behaviour;
- Consider tailored programmess that are more relevant to individuals for example based on gender, age, and cultural differences;
- Self-exclusion programmes have little value if individuals can change their mind at any time and be permitted to enter gaming facilities. Self-exclusions need to be irrevocable;
- Lengthier exclusion may also result in a decreased likelihood of relapse;
- Effectiveness of a self-exclusion contract will always be limited if a problem gambler has ready access to nearby venues that do not have self-exclusion policies. Extending exclusion to all gaming venues and restructuring all gambling to gambling venues;
- Computerised identification for enforcement. This may require that gambling venues use scannable identification documents. Penalties for both venue and gambler upon violation of programmes;
- Increased training for gambling operator staff in recognition and identification of pathological gambling;
- Expectations for operators regarding what constitutes reasonable attempts to promote self-exclusion should be more prescriptive which would also facilitate auditing and evaluation;
- Simplicity and convenience, a few key guiding principles underpinning successful self-exclusion.



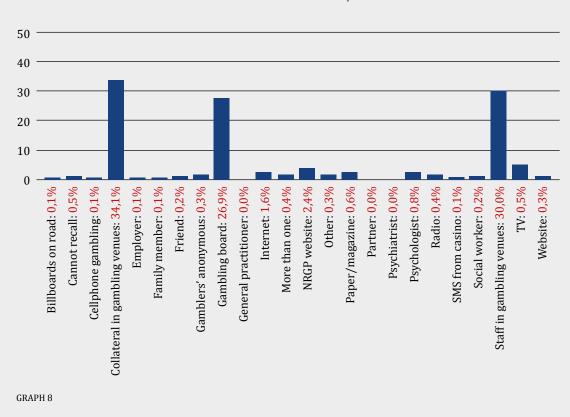
In conclusion for self-exclusion to be effective the programme protocols should be

- Irrevocable;
- Actively yet strategically promoted;
- Quick and simple to implement;
- Administered by attentive well trained staff;
- Attracting sufficient investment in resources and technology to improve enforcement;
- Comprehensive in its approach rather than isolated in coverage.

#### SELF-EXCLUSION CASES RECORDED - 2008 TO 2018



#### **REFERRAL SOURCE 2017/2018**





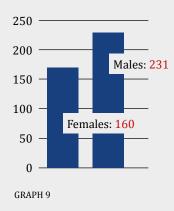
#### **SELF-EXCLUSION PROGRAMME**

In terms of the legislation anyone can apply for self-exclusion. Self-exclusion is a legislated harm reduction programme for individuals who recognise that they have a gambling disorder. Individuals who approach the Foundation for self-exclusion receive psychoeducation therapy of up to three sessions as oppose to eight sessions if they were addicted to gambling. Some individuals however received continued treatment, after the initial assessment session showed that the individual actually has a gambling disorder and will benefit from eight sessions instead of three. In 2017/2018 a total number of about three hundred and ninety-one (391) applied for

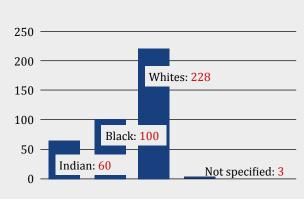
the self-exclusion programme through the Foundation and graphs 9 – 11 give a breakdown in terms of gender, race and marital status.

In terms of the legislation, a person who has been added to the self-exclusion list and enters or attempts to enter a gambling establishment, can be arrested and charged with trespassing. Noteworthy, much needs to be done to improve the inter-gambling establishment communication and management of persons who had self-excluded. This is in line with the fact that this system has advantages and disadvantages as indicated on graph 12.

# A COMPARISON BETWEEN FEMALES AND MALES

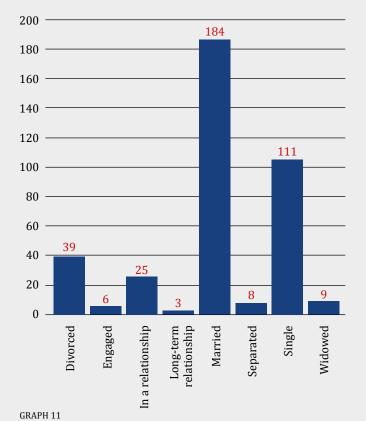


#### A COMPARISON BETWEEN RACE GROUPS



GRAPH 10

#### A COMPARISON IN TERMS OF MARITAL STATUS



#### **ADVANTAGES AND DISADVANTAGES**

SELF-EXCLUSION			
ADVANTAGES	DISADVANTAGES		
Self-Realization of Problem Gambling.	Can go and gamble somewhere else other than a Casino.		
Opportunity to undergo 20 sessions for standard treatment at no cost.	Counselling Service not completed and relapse because of the urge to gamble.		
Potential Winnings are forfeited and donated to charities.	Person with Problem Gambling trespasses and gamble by hiding their faces, putting moustache in order to gamble.		

GRAPH 12



#### **FAMILY TREATMENT PROGRAMME**

When there's a compulsive gambler in the family, it is more than just the gambler that is negatively affected. The entire family suffers as a result of the behaviour of the gambling addict. How each family is impacted depends on the severity of the gambling disorder, how long it has gone on for, the closeness of the relationship with the gambler and other factors. Serious financial, psychological, emotional, social and legal problems may completely undermine family functioning to the point of collapse.

#### **PERSONAL STORY**

Siphiwe Motloung is one of the Treatment Professionals for the National Responsible Gambling Programme based in Durban KwaZulu-Natal. Siphiwe has observed in her practice that a gambling disorder indeed does hurt, addicted gamblers neglect personal relationships at home, work, and careers, friends, some times even personal hygiene and are in debt depending on the severity of the addiction. Addicted gamblers are also commonly associated with other addictions such as alcohol and drug abuse which are used as coping mechanisms and outlets for dealing with their addiction. When someone is seeking treatment and counselling, they would call the National Responsible Gambling Programme Toll-Free help line where a counsellor will talk to them, ask questions and make a preliminary assessment if the person seeking help is a social, problem or addicted gambler. It is, however, only after more in-depth sessions with the gambler and information received from their family members are Treatment Professionals able to classify the depth of the gambling addiction. Post treatment patients are encouraged to join support programmes to maintain their aftercare needs.

#### **PERSONAL STORY**

Hi. I am a single mom of two kids. About 10 years ago I began gambling with friends and over the years my addiction progressed out of control. I gambled my rent money, my fuel for work and only saw to basic needs for my kid. I started to make loans and my life became one big lie. At the end of July 2017, I couldn't carry on any longer. It felt like my life came to a crossroads I was physically and emotionally drained. I saw Dr Heidi Sinclair and was booked into Ixande clinic for 30days. With the help of counsellors and following the 12step programme, I admitted that I was powerless against my addiction and my recovery started with intensive therapy. I believe that it would not have been 7 months clean now without the help that I received through the Gambling Support Programme. I still attend group sessions every alternate Saturdays which also helps me with my day to day adjustments. I will always be grateful to the programme for all their support. Thank you

As depicted on graph 13, the foundation has received a total of about 105 calls from family members negatively affected by the behaviours of a problem gambler. With the family treatment programme, noteworthy were key critical issues that are common such as debt becoming wide spread within the family and as a consequence being unable to pay bills, and very often families find themselves homeless because of the gamblers addiction. Some families would be affected to an extent that they have to break up over debts, bills, and fights over money.

#### REHABILITATION TREATMENT PROGRAMME

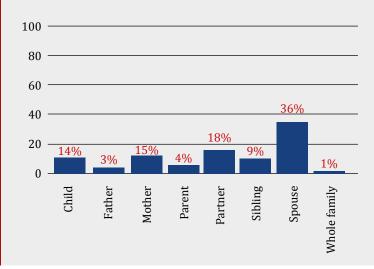
Similar to any form of substance dependency, gambling addiction needs to be treated with a well-structured rehab programme and the Foundation has a programme that is all-encompassing and supports the individual client with the best professional recovery program possible. Our rehabilitation centre Ixande – Addiction Treatment and Recovery in Cape Town, South Africa is a one-stop inpatient treatment facility (from medical detox and individualised inpatient programmes through to sober living). Ixande is fully registered with the Department of Social Development and Department of Health of South Africa, offering clinical care in a community setting.

As the Foundation we have a holistic approach to gambling addiction treatment, addressing the client's mental, physical and spiritual needs. When a client exhibits other addictions such as substance addiction it is dealt with concurrently with the gambling addiction. During period under review only one (1) person was admitted for the programme and they received rehabilitation therapy for a period of 26 days.

#### SENIOR ELDERLY PERSONS PROGRAMME

With the increased availability of gambling facilities and more licenses rolled out over the past three decades, gamblers including older persons may gamble more and may be increasingly at risk of problem gambling or disordered gambling. In an effort to minimise the potential harmful effects of gambling on these individuals the Foundation has identified them as vulnerable groups that required intensified prevention interventions. This programme has been delivered all over the country in partnership with the provincial elderly persons' forums.

#### CALLS RECEIVED BY THE FOUNDATION

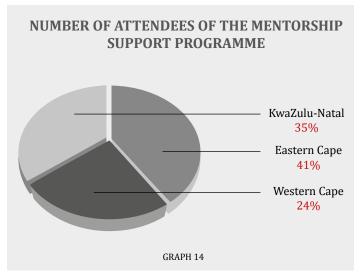




# INDUSTRY TRAINING PROGRAMME (NRGP TRAINING)

#### INDUSTRY TRAINING PROGRAMME

Understanding very well that problem gambling is a workplace wellness issue that should not be ignored, the Foundation has provided industry training programmes to various licensed Operators. In terms of the National Gambling Act, 2004 (Act No. 7 of 2004), this programme can be relied upon by licensed Operators to satisfy the requirement for employee training on responsible gambling. This training is appropriate for anyone working in the gambling industry and it is provided in three levels which covers topics such as;



#### **TOPICS COVERED**



#### **RESPONSIBLE GAMBLING 101**

This programme provides new industry employees with an understanding of responsible gambling and how to identify individuals at risk. This programme teaches gambling industry employees about the types of gamblers (socio-recreational gambler, problem gambler, disordered gambler), signs and symptoms of each type, definition of behavior addiction, behavior of problem gamblers, effects of problem gambling on the gambler, on the family and others and the workplace. It includes various interventions that the Foundation applies to manage and minimize the potential harmful effects of problem gambling. Graph 15 and 16 gives and in-depth analysis of types of gamblers.

#### **RESPONSIBLE GAMBLING 102**

The target audience for responsible gambling 102 are employees at a supervisor level. The focus is on ensuring that students understand the regulatory framework of responsible gambling. It also includes the prevalence of gambling, consequences, factors that promote gambling, the three phases of gambling and the progression and interventions required.

#### **RESPONSIBLE GAMBLING 103**

This level has two components, one component is designed for Operator employees and the other designed for Regulators. For Operator employees the target audience is industry supervisors and managers, and the course place emphasis on motivational interview. The component for Regulator employees targets those employees working as inspectors and who are responsible for the delivery of responsible gambling programmes.

#### **NUMBER OF INDUSTRY EMPLOYEES TRAINED**

Graph 15 and 16 shows the type of the training delivered and the number of industry employees trained at the various levels. As shown on graph17, there was a high intake of level one (1) followed by level two (2). In the Eastern Cape there was also an intake of level three (3). In order to deliver training programmes that speaks to industry training needs and the Skills Development Act 97 Of 1998 as amended, the Foundation is reviewing and benchmarking all training material.

The Foundation has a mandate to training all licensed operators in the Industry across all provinces. Industry employees are encouraged to contact the Foundation in order to book training. Over the years, the numbers of employees trained has varied between different sectors such as Bingo, Betting, Limited Payout Machines and the Casino industry. Graph 16 shows that more casino employees have received training during the financial year 2016/2017 and 2017/2018. The Foundation is committed to providing responsible gambling training to all operators across the board including training for Provincial Licensing Authorities where more strides need to be made to ensure that all Regulators receives training.



#### INDUSTRY SUPPORT PROGRAMME

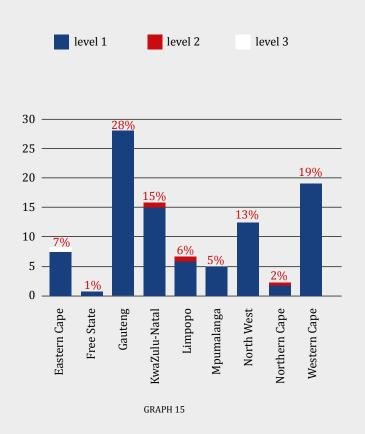
The Support and Mentoring programme also known as the Industry Support Programme is offered to industry employees mainly the Operators. It comprises of individuals and group sessions facilitated by the Foundation's social worker. This programme differes from the training programme in that it focuses on the emotional skills and capacity of employees. It is aimed at creating an awareness on problem gambling in the workplace. This programme helps employees to be aware of the triggers of gambling. By placing emphasis on personal choice, employees are capacitated to better undertstand their role within the workplace including stress triggers. The sessions are facilitated on an open basis in groups. The Foundation also has a dedicated crisis line of support to call in case of an emergency. This progamme, during the period under review was limited to three provinces, as depicted on graph 14. More efforts are being made to insure that the industry takes up on the programme.

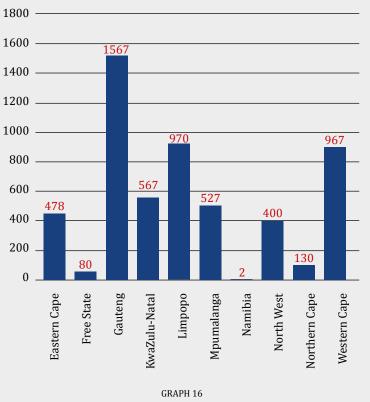
#### **PERSONAL STORY**

Greg Crawford from Bingo Royale in East London was unable to observe and identify that warning signs of a problem gambler. This was before I attended the Industry Training Programme offered by the South African Responsible Gambling Foundation. The Training that I received empowered me to know what to look out for from patrons which has enabled me to effectively observer and identify problem gamblers and also communicate to problem gamblers that a gambling disorder hurts. Luckily, I have not encountered a problem gambler at Bingo Royale, and our customers are aware of Self-exclusion and at Bingo Royale the National Responsible Gambling Programme contact details are very clear and visible to all customers through posters and media on display onsite.

# PROVINCIAL SPREAD TRAINING LEVEL 1, 2 & 3 2017/2018

## NUMBER OF EMPLOYEES TRAINED 2017/2018





### STAKEHOLDER MANAGEMENT, MARKETING AND COMMUNICATION

#### STAKEHOLDER MANAGEMENT

The SARGF has vested increased efforts on stakeholder relations, a very critical component to the successful delivery of the mandate of the Foundation. Stakeholder engagement is a very integral part of the work of the Foundation; this strategic areas of operation provides opportunities for synergy in the delivery of responsible gambling programmes. It is in this context that resulted in partnership agreements with various strategic industry role players such as gambling boards and operators. MoAs have been sign with the Avani Group, Gauteng Gambling Board and the North West Gambling Board. These MoAs identified specific areas of collaborations such as therapeutic interventions for the treatment and counselling programme, public awareness campaigns for the prevention programme as well as research into the prevalence of problem gambling.

Through partnership agreements and positive relationships with strategic industry role players and appropriate management of their expectations, the Foundation was able to expand on its reach with the intention of realising its objectives during the period 2017/2018 as listed below;

- Opportunity to share information on the services of the Foundation such as the free confidential treatment and counselling,
- Opportunity to share information on the types of training provided to the gambling Industry,
- Promotion of the Taking Risks Wisely schools programme,
- Promotion of the the toll free counselling line as well as the SMS number,
- Educate the public about the signs of problem gambling and the consequences therein.

#### NATIONAL RESPONSIBLE GAMBLING MONTH

The month of November has been declared the National Responsible Gambling Month by the foundation and key industry strategic partners have been instrumental in the delivery of this programme. November is critical in that a lot of people receive thirteen cheques', bonuses and employee rewards and additional people travel during that time of the year as the festive season for many reasons including entertainment on horse racing events gambling site in shopping centers etc.

During National Responsible Gambling Month the Foundation worked in partnership with the following Operators:

- Vukani Gaming Eastern Cape (Pty) Ltd trading as V-slots LPM
- Peermont Casino
- Gold Rush Bingo
- Super Bets Betting
- Holloyhoodbets -Betting
- Betabets Betting
- Flamingo Casino Casino
- Velddrif Casino
- Berlin Betting
- Palacio Sports Bar LPM
- Queens Casino Casino
- GalaxyBets Betting
- Frontier Casino Casino

During the period under review, this programme further created opportunities for the Foundation to partner up with industry strategic partners in promoting responsible gambling and educating the public about the dangers of excessive and irresponsible gambling through media, public relations, activations as well as awareness campaigns such as exhibitions and consumer shows.

The Foundation further strives to maintains a perfect balance in terms of the stakeholder management matrix stakeholder Analysis toll an essential process that the Foundation uses to win support from stakeholders. Managing stakeholders helps the Foundation ensure that projects identified in the MoAs succeed where others might fail. Listed below are some of the key industry strategic partners that the Foundation works quiet closely with in promoting responsible gambling.

#### **GOVERNMENT PARTNERSHIP**

The role of the government includes that of policy formulation industry regulation and further monitors, evaluates and investigates when necessary the issuing of national licenses by provincial licensing authorities. It establishes and maintains national registers regarding various gambling activities.

#### PROVINCIAL PARTNERSHIP REGULATORS

The role of the Provincial Licensing Authority (PLAs) is to regulate the gambling industry, generate revenue from the industry and to regulate services offered for socio-economic development of the province.

#### **INDUSTRY PARTNERSHIP OPERATORS**

These industry Operators provide entertainment in a form of gambling and betting in South Africa and are also tasked to ensures that they protect gamblers from overstimulation.



#### MARKETING AND COMMUNICATION

In response to the organizational strategy on marketing and communications, the Foundation promoted responsible gambling and its treatment and counselling programme including the toll free counselling line in various public platforms such as consumer shows and exhibitions these campaigns were rolled out in different provinces as depicted on graph 17.

As depicted on graph 17, the foundation is further calling on for increased collaborations especially in the provinces such as Northern Cape, Mpumalanga and Limpopo on projects aimed at creating public awareness on responsible gambling in public platforms such as consumer show and exhibitions. These platforms are ideal in that they provide an opportunity to interact with the public directly.

In an effort to reach out to the public with the intention of marking the Foundation's brand and responsible gambling messages, various communication channels such as print media (newspapers, magazines, posters and pamphlets), broadcast media (such as radio and television) and electronic communication (such as websites and social media, e.g. Instagram, Facebook and Twitter and email) were utilized. The table below gives an outline of the number of beneficiaries reached during the period under review.

## PREVENTION AND PUBLIC AWARENESS CAMPAIGNS

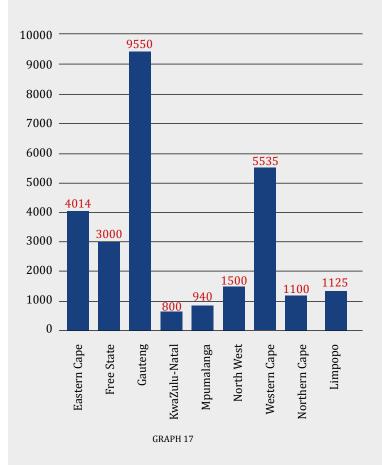
The main thrust of the Foundation's prevention programme is to educate the public, potential gamblers and gamblers about responsible gambling. Gambling responsibly means gambling for entertainment and not spending more money or time gambling than one can afford to. The essence of responsible gambling is informed consumer choice. In all our public awareness activities therefore, we seek to alert target audiences about the dangers of excessive and irresponsible gambling. To this end, the programme delivers training to industry employees both operators and regulators, public awareness campaigns to the schools' groups, teacher workshops and general wellness to the elderly citizens.

## TAKING RISKS WISELY - NATIONAL SCHOOLS PROGRAMME

This programme in particular is designed for school groups between Grade 7 to Grade 12. The purpose of this programme is to create awareness and educate school going learners about choice making and the consequences of the choices they make. The programme has three components, the edutainment, learner workshops and teacher workshops. A key component of this programme is to provide insight in that learners gambling in and outside schools are participating in illegal gambling and that no underage gambling is allowed. Educators are also informed about the signs and symptoms of a problem gambler and the consequences of problem gambling. During the period under review, the Foundation took a strategic decision to target schools to be visited, mainly those that are within a 50km radius of a gambling establishment.

The Foundation visited 92 schools across the country to present edutainment on responsible gambling and learner workshops. A total of 22 374 learners in Grade 9 and Grade 12 were capacitated on gambling harm prevention. Graph 18 and 19 give a depiction of the provincial spread and reach in percentages and numbers respectively.

# PROVINCIAL SPREAD NUMBER OF BENEFICIARIES REACHED 2017/2018



#### PERSONAL STORY

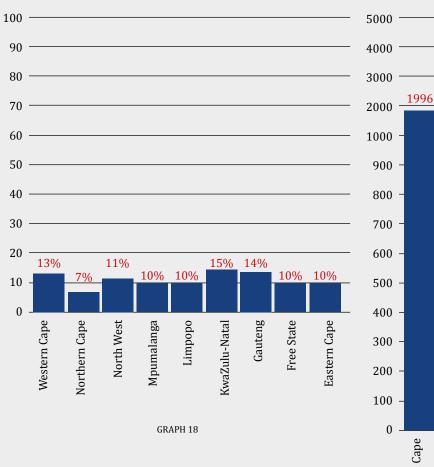
Thabo a 16-year-old learner from Tsheopong Secondary School used to play dice to make extra money. Coming from a single parent household and having four siblings, Thabo did not always have money for food to eat at school. As a means of making extra money he would play dice during and after school.

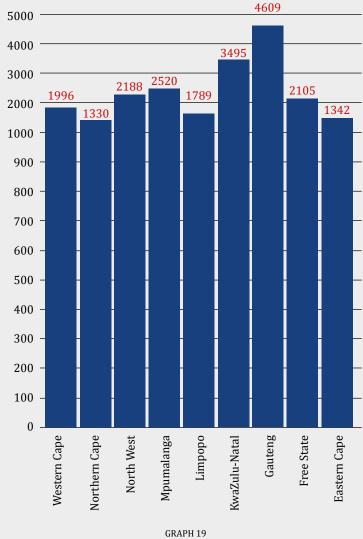
The South African Responsible Gambling Foundation's prevention programme Taking Risk Wisely National Schools Programme came to Tsheopong Secondary School. Thabo learnt that under age gambling in South Africa is illegal and that playing dice is an illegal form of gambling and if he got caught it would have devasting consequences for his future. He also learnt that a gambling disorder burts



#### PROVINCIAL BREAKDOWN SCHOOLS VISITED (%) 2017/2018

#### PROVINCIAL BREAKDOWN LEARNERS CAPACITATED 2017/2018







#### MARKETING AND COMMUNICATIONS





#### Remember to gamble responsibly Over the Easter Weekend

The South African Responsible Gambling Foundation (SARGF) is a renewed non-profit company public-private initiative between government and the gambling industry that is committed to promotir responsible gambling in South Africa and has a 16 year track record and helped 16,000 people where negatively affected by their gambling habits. Through its initiative the National Responsib Gambling Programme (NRGP) free confidential treatment and counselling is offered to people who a addicated to granting known as problem gamblers or family members who have been afflicted negatively by a problem gambler.

- Triking about genthing all the time and planning your time around the next gambling activity Spending more time or money or gambling than you can afford Manipulating or pressurising people to give you unnersy to gamble Borrowing money, selling things or committing a crime in order to get money to gamble Regisciting work or family in order to gamble Feeling arisous and moody when you aren't able to gamble Having increased debt, unpaid bills because your gambling Gambling more and more in the hope of a big win Core relationships suffering because of gambling Core relationships suffering because of gambling Lying to concerned people dock to tyou about your gambling activities Neglecting your own personal needs like sleep, food and flygeline

- Did you know? That the following are classified as illegal gambling in South Africa

- Dice
   Fafi (MoChina)
   Illegal online gambling
   Or gambling at an institution that is not have registered or lice
- South African Responsible Gambling Foundation (SARGFoundation Wavesponsiblegambling org 2a 427 11 1026 7323





Publication: People's Post (Atlantic Seaboard/City Edition)
Date: Tuesday, July 25, 2017

#### COMPANY'S GARDEN

# Children say 'No' to illegal gambling

NOMZAMO YUKU

More than 100 learners of primary schools around Woodstock attended awareness on gambling in the Company's Garden in the CBD for Mandela Day on Tuesday.

It was organised in partnership between the police, the South African Responsible

Gambling Foundation, the Gambling Board and the City of Cape Town.

and the City of Cape Town.

The children were taught about different
types of gambling, how to spot a gambling
goal, the dangers of gambling and what to
do when exposed to illegal gambling.

Police spokesperson Sergeant Hilton Mali-

la says they have found it important to edu-cate younger children on gambling because investigations have shown that children start being exposed to it from primary school age.

He says even at the event on Tuesday it and alcohol."

became clear that the majority of learners have witnessed or even previously partici-pated in gambling.

He says in December last year a children's ambling house was identified in Woodstock and closed down by police. "There were dif-ferent gambling machines and it was unli-cenced. Since then we have not heard of any other spot but we are aware that gambling happens on street corners, in backyards and sometimes on school premises. Many of these children grow up exposed to, among others, people playing dice or cards for money at the shop 'steepe' in their community and need to be made aware of the fact that it is illegal, that you may get arrested and can also become addicted to gambling in this manner. Often children are not aware of gambling addiction, how to identify it and the seriousness of the condition, which is likened to other addictions such as to drugs



Members of the police and representatives of the South African Responsible Gambling Foundation, Gambling Board and the City of Cape Town, together with Woodstock primary school learners, picking up litter at the Company's Garden on Mandela Day during an outing to raise awareness of illegal gambling. PHOTO: NOMZAMO VLKU

He also warned parents to be vigilant and try to identify signs of gambling before their children could get addicted.

Tony Mabasa, manager of the Responsible Gambling Foundation, said on Tuesday their mandate was to promote legal gambling. He said they were happy to be able to

educate the learners on underage gambling

and its consequences.

During the day learners were also taught about the history of the Company's Garden Mandela Day and keeping the environment clean. They also picked up papers and bot tles in the garden.

























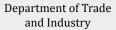




#### 2017/2018 PARTNERSHIPS SECURED

#### NATIONAL GOVERNMENT PARTNERSHIP







National Gambling Board

#### PROVINCIAL LICENSING AUTHORITY - PROVINCIAL GOVERNMENT PARTNERSHIP



Gauteng Gambling **Board** 



North West **Gambling Board** 



Limpopo Gambling **Board** 



Mpumalanga **Gambling Board** 



Free State Gambling and Liquor Authority



Northern Cape **Gambling Board** 



**KZN** Gaming and **Betting Board** 



Eastern Cape Gambling and **Betting Board** 





Western Cape Gambling and Racing Board

INDUSTRY PART	TNERSHIP OPERATORS

TYPE OF STAKEHOLDER	LICENSING AUTHORITY
Licensed Operator	Casinos Industry
Licensed Operator	Limited Pay-out Machines
Licensed Operator	Betting by Horsing Operators and Bookmakers
Licensed Operator	Bingo Industry

#### NON-INDUSTRY PARTNERSHIP









#### OPERATORS AND REGULATORS ENGAGED DURING NATIONAL RESPONSIBLE GAMBLING MONTH

Vukani Gaming Eastern Cape (Pty) Ltd trading as V-slots – LPM

Peermont - Casino

Gold Rush - Bingo

Super Bets - Betting

Hollywoodbets -Betting

Betabets - Betting

Flamingo Casino - Casino

Velddrif - Casino

Berlin - Betting

Palacio Sports Bar - LPM

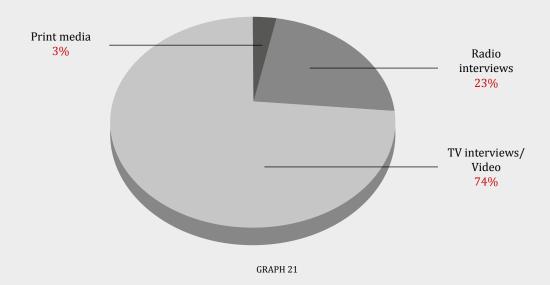
Queens Casino-Casino

GalaxyBets - Betting

Frontier Casino - Casino

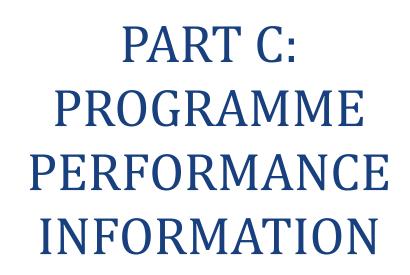
GRAPH 20

#### **COMMUNICATION MEDIUMS AND NUMBERS REACHED**









# STRATEGIC GOALS AND OBJECTIVES DETAILED

The Foundation as per its primary objective seeks to minimise the potential harmful effects of gambling. To achieve this, the Foundation has set out clear strategic goals to use as parameters for delivering on its primary objective. The table below sets out the Foundation's Strategic Goals and Objectives.

#### STRATEGIC GOAL 1

A recognised hub for research and intelligence on responsible gambling and problem gambling

#### **OBJECTIVE**

This goal focused on the Foundation's efforts to position itself as a credible and authoritative voice on responsible gambling and problem gambling trends, interventions and solutions in South Africa and in Africa.

It directs efforts to ensure enhanced stakeholder confidence in the Foundation through effective, full value-chain analysis and evaluation of the quality and soundness of the implementation of programmes and support interventions, and transparent benchmarking with applicable norms and standards.

Furthermore, the goal speaks to the advocacy and lobbying role of the SARGF in the responsible gambling and problem gambling space, at both regulator and industry level.

#### STRATEGIC FOCUS

Prevalence and Socio-economic Impact research studies. Epidemiology, treatment outcomes and impact studies (longitudinal and outcomes based).

Vulnerability, risk and clinical research studies.

Programme evaluation - evaluate the efficiency and effectiveness of education and training programmes, as well as advertising, informing new programme development.

#### STRATEGIC GOAL 2

Free comprehensive treatment and counselling services for those affected by problem gambling

The goal focuses the efforts of the Foundation to ensure that people with a gambling disorder, or affected by gambling disorder, can get treatment.

The goal, therefore, further directs the efforts of the Foundation to broaden access for every South African with a gambling disorder to comprehensive professional treatment; offer structured and customised outpatient treatment based on individual psychological diagnosis.

Telephone counselling and Assessment
Treatment Programme protocols and procedure
Outpatient Programme
Inpatient Programme
Family Programme
Group Therapy Programme
Continuous Care Programme
Debt Counselling



#### STRATEGIC GOAL 3

Broad access to information, education and public awareness programmes on responsible gambling

#### **OBJECTIVE**

This goal is concerned with the prevention of problem gambling. To this end, an extensive public awareness and outreach programme seeks to highlight the potential dangers of gambling, how to avoid them, and to expose myths about gambling and encourage people to adopt practices such as setting limits to their losses in advance of starting to gamble. A key aspect of public education is to inform the public that individual help and treatment is available around the clock and free of charge.

This goal therefore, directs the efforts of the Foundation to broaden access to these messages and programmes, and ensures effectively dissemination in most South African languages and as widely as possible, on as many platforms as possible; with a specific focus to target vulnerable communities such as the young, the impoverished and those receiving benefits.

#### STRATEGIC FOCUS

Stakeholder Relations and Partnerships towards the mobilisation of joint resources to reach more people.

Outreach and exhibitions, consumer shows and wellness days.

Awareness, training and education programmes.

Youth Programme, including the National Schools Programme – Taking Risks Wisely.

#### STRATEGIC GOAL 4

Empowering the gambling industry to understand, identify and respond to incidents

The Goal directs the SARGF's efforts to provide ongoing education to gambling boards, the gambling industry and its managers and staff, the healthcare workers and a range of other industry sectors. This encompasses industry-training programmes on problem gambling.

The comprehensive Industry Training Programme.

Industry staff mentoring and support.

Industry staff trauma intervention.

The Regulator Training Programme.

#### STRATEGIC GOAL 5

Sound governance and administration and optimal utilisation of minimal resources

It directs the Foundation's efforts to achieve high standards of corporate governance, and to strengthen accountability through effective oversight and reporting as well as optimise organisational and operational excellence and efficient and economical resource utilisation.

Governance, risk management and compliance.

Accountability, Financial management, control and reporting and master budget management.

Internal business excellence and system and process optimisation.

Effective knowledge management systems and institutional memory.



#### STRATEGIC OBJECTIVES AS PER STRATEGIC GOALS

SARGF STRATEGIC GOAL (Outcome)	SARGF STRATEGIC OBJECTIVE (Output)	5 YEAR TARGET (Achieved By 31 March 2021)	PERFORMANCE INDICATORS (Informing Annual Plan/s)
A recognised knowledge hub for research and intelligence on responsible gambling	Academically sound research studies on gambling, problem gambling rates and	Completion and publication of research studies on gambling and problem gambling across provinces	Progress in completion and publication of academically sound prevalence studies on gambling and problem gambling
and problem gambling, informing evidence based decision making	treatment efficacy	Completion and publication of 2 sound and objective impact studies that measure the efficacy of the programme by 2021	Progress in completion of sound and objective impact studies that measure the efficacy of the programme
		Completion and publication of academically sound vulnerability, risk and clinical research studies that determine the risk factors for the development of problem gambling, and who is vulnerable by 2021	Progress in completion and publication of academically sound studies that explore issues of vulnerability and risk for problem gambling
	Programme Evaluation – and new programme development	Monitor and evaluate the impact of the Foundation's programmes and identify areas that should continuously be improved	Quarterly Monitoring and Evaluation report on the impact of the Foundation's Programmes
		Raising awareness around illegal gambling nationally in collaboration with provincial regulators	Progress in the design, development and implementation of a targeted illegal gambling campaign



SARGF STRATEGIC GOAL (Outcome)	SARGF STRATEGIC OBJECTIVE (Output)	5 YEAR TARGET (Achieved By 31 March 2021)	PERFORMANCE INDICATORS (Informing Annual Plan/s)	
Comprehensive treatment and counselling services for those affected by problem gambling, that are confidential, compassionate and free to the user  Immediate and easily accessible telephonic and/ or chat room assistance to problem gamblers and those affected by problem gambling  Increased access to comprehensive treatment programme and services that are easily accessible	accessible telephonic and/ or chat room assistance	An integrated and best call centre and internet based operation and counselling line	Accurate monthly statistics on call centre and counselling line operations	
		Development and implementation of an automated call logging system - enabling daily record of calls via the telephonic system, escalation data and comparing it to manually logged calls		
	and free to the user		Development and implementation of job protocol and treatment protocol for telephone counsellors	
		Expanded medium of providing support to clients (social media, blogging, online chats)	Progress in the expansion of the online footprint of the counselling line	
		Expanded, accessible, effective and strengthened SARGF treatment network	Accurate monthly statistics on treatment operations	
			Triennial audit of the effectiveness of the treatment procedure and implementation of recommendations	
			Treatment Protocols and Treatment Manual annually reviewed and updated	
		Number of Problem Gamblers in treatment retained for a minimum of 4 sessions		
		Expansion of the number of sessions offered to family members from 3 to 6 sessions		
		Strengthened Inpatient Programme	Increased number of in-patient admissions from 4 to 12 annually	



SARGF STRATEGIC GOAL (Outcome)	SARGF STRATEGIC OBJECTIVE (Output)	5 YEAR TARGET (Achieved By 31 March 2021)	PERFORMANCE INDICATORS (Informing Annual Plan/s)
Broad access to information, education and public awareness	Effective stakeholder relations and partnerships towards the mobilisation	Strengthen relationships with various stakeholder organisations that mobilise	Number of signed MOA's – formalised agreements - per annum
programmes that grow awareness of responsible gambling	of joint resources to reach more people	resource to broaden the reach and access to preventative and responsible gambling programmes	Number of co-partnered events facilitated per annum
	Broad access by the general public to information, education and public awareness	Broaden access to and roll-out of the Outreach Programme	Number of exhibitions/ consumer shows and wellness days conducted per annum
	programmes that grow awareness of responsible gambling		Number of participants attending outreach programmes per annum
	Broad access by the youth to information, education and public awareness	Broaden access and roll-out of the Youth Programme, including	Number of MOA's signed per annum
	programmes that grow awareness of responsible gambling	the National Schools Programme – Taking Risks Wisely	Number of schools visited per province, per year (increasing by one province per year)
			Number of school industrial theatre presentations per annum
			Number of learners exposed to the industrial theatre programme per annum
Industry role players are empowered to	Capacitation of the operators and their staff, and other industry role players, to understand, identify and respond	Equitable distribution and reach of the comprehensive Industry Training Programme	Ratio of training per sector, e.g. casino, Bingo, LPM, etc.
understand, identify and respond to incidents of problem gambling			Ratio of training in provinces in relation to their contributions.
	to incidents of problem gambling		Number of employees trained
			Number of industry management attending Advanced Course per annum
		Equitable distribution and reach	Number of operators visited
		of the industry staff mentoring and trauma intervention programme	Proportion of total operators: those using mentorship service
			Number of operators hosting monthly mentorship sessions
	Capacitation of the Regulators to understand	Equitable distribution of the Regulator Courses across the	Number of Regulator Courses conducted per annum
	and respond to the challenges of problem gambling	provinces	Number of Regulator Advanced Courses conducted per annum

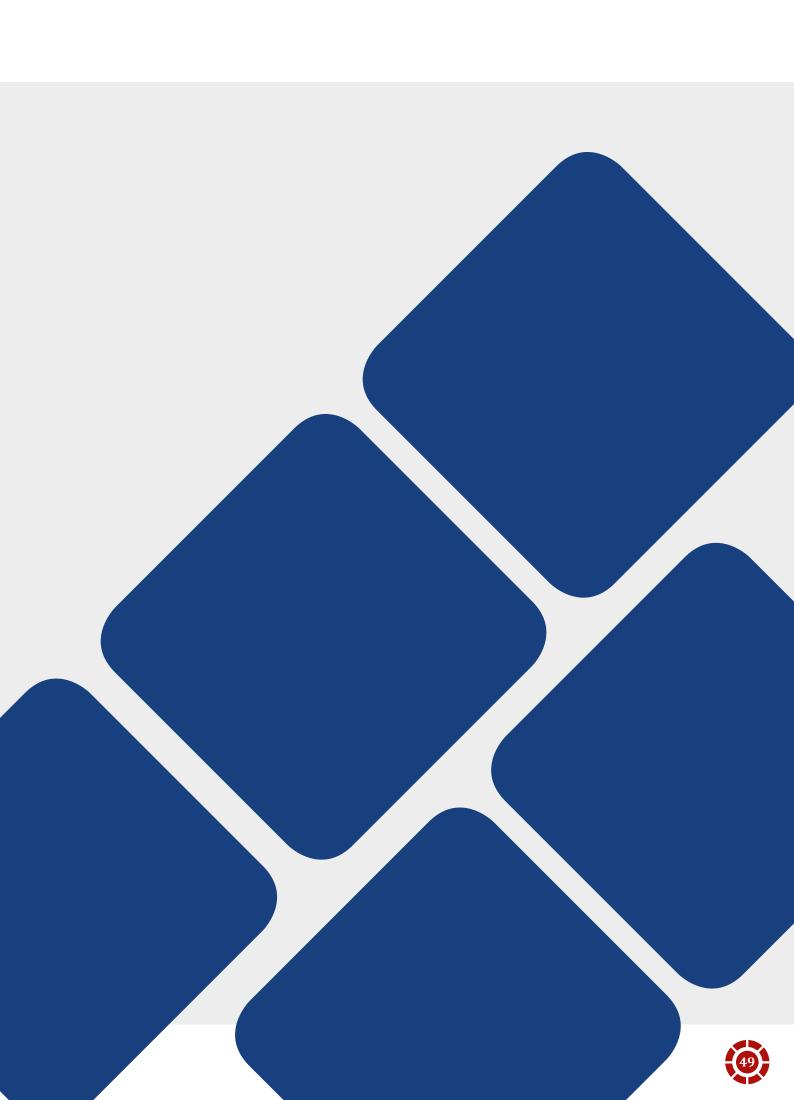


SARGF STRATEGIC GOAL (Outcome)	SARGF STRATEGIC OBJECTIVE (Output)	5 YEAR TARGET (Achieved By 31 March 2021)	PERFORMANCE INDICATORS (Informing Annual Plan/s)
Sound governance and the optimal utilisation of available resources	Compliance and sound corporate governance.	Unqualified audit outcome, with no matters of emphasis	Audit outcome on previous years financial and non-financial performance information
		Appropriate and requisite policy suite in place for all business areas, and annually reviewed and updated	Annual review of policy suite
		Annual Independent Board performance assessment reflecting improvement in annual assessment results	Annual Independent Board performance assessment
			Quarterly register of Board resolutions
		Management of the overall risk rating based on organisation's	Annual Risk Register approved by Board
		risk appetite	Quarterly reports on risk mitigation and exposure
		Exposure to litigation managed and minimised	Reduced Rand value of exposure/ Number of adverse findings
	Sound financial management and internal controls	Enhanced financial management, control and performance.	% of over or under spend on budget
			% of Admin cost as a proportion of total expenditure
			Proportion of licensed operators who are contributing
			Rand value of contribution revenue
			Rand value of non-contribution revenue (e.g. unlawful self-excluded winnings)
			Rand value of contributions in kind from partnerships
		Effective contract management	Monthly updated Commitment Register - which is also a supplier database
		An optimally capacitated, capable and sustainable organisation	Development and implementation of an HCD Strategy and Matrix scorecard
	A high performing and optimally capacitated organisation	A high performance culture underpinned by an effective performance management and development approach	% Annual increase in the organisational performance rating



SARGF STRATEGIC GOAL (Outcome)	SARGF STRATEGIC OBJECTIVE (Output)	5 YEAR TARGET (Achieved By 31 March 2021)	PERFORMANCE INDICATORS (Informing Annual Plan/s)
Sound governance and the optimal utilisation of available resources (cont.)	Enhanced business integration and organisational effectiveness	Appropriate systems and facilities to support organisational effectiveness	Development and implementation of an ICT Master Plan, Information and Knowledge Management plan and Repository & BCP (including MISS standards and policy)
			Status in Gauteng facilities responsive to strategy requirements
			Status in SARGF Inpatient Treatment Facility
	Clear brand architecture with primary brand and a single, clear brand identity in the market	Increase in independent brand perception and visibility results	Increase in independent brand perception and visibility survey annually (with database) and every 5 years (with general public)
		5 Year analysis of impact of implemented Marketing and Communications strategy (public relations, advertising, online, offline, and including Internal and External Communications Strategy)	Development and implementation of a SARGF Marketing Communications Strategy and aligned annual implementation plan
	Established partnerships that help drive and support responsible gambling initiatives	5 Year analysis of impact of implemented Stakeholder Relations Strategy, addressing	Development and implementation of a SARGF Stakeholder Relations Strategy and aligned annual implementation plan





#### ANNUAL OPERATIONAL PLAN, PERFORMANCE INDICATORS, TARGETS AND ACHIEVEMENTS

		BASELINE	
STRATEGIC OBJECTIVES	PERFORMANCE INDICATORS	AUDITED ACTUAL 2016/2017	2017/18
1.1. Academically sound research studies on gambling, problem gambling rates and treatment efficacy in each of the 9 provinces	Progress in completion and publication of academically sound prevalence studies on gambling and problem gambling by 2021	-	Conduct a survey on the incidence of gambling  Conduct a socio-economic impact assessment in KZN
1.2. Programme Evaluation	Quarterly Monitoring and Evaluation report of SARGF Programmes	New indicator	4x Quarterly reports
1.3. A consistent and sought after SARGF presence at conferences that focus on issues of addiction and gambling	A number of papers presented at conferences per annum	2	Number of papers presented at conferences

		BASELINE	
STRATEGIC OBJECTIVES	PERFORMANCE INDICATORS	AUDITED ACTUAL 2016/2017	2017/18
2.1. Immediate and easily accessible assistance for problem gamblers and those affected by problem counselling	Accurate monthly counselling line statistics	1596	Accurate quarterly statistics from the Counselling line
	Developed and implemented automated call logging system - enabling a daily record of calls via the telephonic system, escalation data and comparing it to manually logged calls	1596	Implementation of an optimally functioning Counselling Line structure by September 2017  Functioning IT system by December 2017  Audit efficiency and effectiveness of the Counselling Line



201718 QUARTERLY TARGETS				
Q1 1 APRIL - 30 JUNE 2017	Q2 1 JULY - 30 SEPT 2017	Q3 1 OCT - 31 DEC 2017	Q4 1 JAN - 31 MAR 2018	ANNUAL ACHIEVEMENT OF THE TARGETS
Establishment of Research and Ethics Committee Research and Ethics Terms of Reference Developed  Research proposal signed off	Progress Report on research studies (prevalence & socioeconomic impact)	Progress Report on the identified research study	Final Report on the socio-economic study	Socio-economic Impact study completed
Evaluation and assessment tool developed  Quarterly Monitoring and Evaluation report	Quarterly Monitoring and Evaluation report	Quarterly Monitoring and Evaluation report	Quarterly Monitoring and Evaluation report	Four quarterly reports produced
0	0	0	0	No conferences attended

201718 QUARTERLY TARGETS				
Q1 1 APRIL - 30 JUNE 2017	Q2 1 JULY - 30 SEPT 2017	Q3 1 OCT - 31 DEC 2017	Q4 1 JAN - 31 MAR 2018	ANNUAL ACHIEVEMENT OF THE TARGETS
Monthly Statistics of the Counselling Line	Monthly Statistics of the Counselling Line	Monthly Statistics of the Counselling Line	Monthly Statistics of the Counselling Line	2727
Report on phase one of the CMS system	Phase two rolled out to all TPs	Report on the CMS Management system	-	



		BASELINE	
STRATEGIC OBJECTIVES	PERFORMANCE INDICATORS	AUDITED ACTUAL 2016/2017	2017/18
2.1. Immediate and easily accessible assistance for problem gamblers and those affected by problem counselling (cont.)	Job protocol and treatment protocol for telephone counsellors developed and implemented	New Indicator	Development and implementation of job protocol for telephone counsellors
	Expanded medium of providing support to clients (social media, blogging, online chats	Social Media (Counselling)	Guidelines for Social Media Counselling developed  Establish secure chat room capabilities so that counsellors can be accessed online

		BASELINE	
STRATEGIC OBJECTIVES	PERFORMANCE INDICATORS	AUDITED ACTUAL 2016/2017	2017/18
2.2. Increased access to comprehensive treatment programme and services that are easily accessible and free to the user.	Expanded, accessible, effective and strengthened SARGF professional treatment network	72 Treatment	80 Treatment Professionals
	Strengthened and effective Outpatient Programme (PG's, FR's)	1780	Number of Problem Gamblers in retained for treatment
	Number of Treatment Sessions provided to Self-Exclusions	4	Number of Upliftment Certificates Issued
	Inpatient Programme	4	Number of patient admitted
	Relapse Prevention Programme	New Indicator	Relapse Prevention Programme Designed



201718 QUARTERLY TARGETS					
Q1 1 APRIL - 30 JUNE 2017	Q2 1 JULY - 30 SEPT 2017	Q3 1 OCT - 31 DEC 2017	Q4 1 JAN - 31 MAR 2018	ANNUAL ACHIEVEMENT OF THE TARGETS	
Development of a treatment protocol for the counselling line	Implementation of telephone counselling line protocols	Developed job protocol for telephone counsellors	Job protocol for telephone counsellors implemented	Protocol implemented	
Social Media Guidelines developed for Counselling	Report on the efficacy of social media Counselling	-Report on the efficacy of social media Counselling	-Report on the efficacy of social media Counselling	Social media platform expanded, Facebook page operational/active	
Chat room for Counsellors implemented					

201718 QUARTERLY TARGETS					
Q1 1 APRIL - 30 JUNE 2017	Q2 1 JULY - 30 SEPT 2017	Q3 1 OCT - 31 DEC 2017	Q4 1 JAN - 31 MAR 2018	ANNUAL ACHIEVEMENT OF THE TARGETS	
No new treatment professionals	One new treatment professional	Two new treatment professionals	No new treatment professionals	75	
Monthly Accurate Statistics of Problem Gamblers collected and reported	Monthly Accurate Statistics of Problem Gamblers collected and reported	Monthly Accurate Statistics of Problem Gamblers collected and reported	Monthly Accurate Statistics of Problem Gamblers collected and reported	1093	
Statistics of Upliftment Certificates	Statistics of Upliftment Certificates	Statistics of Upliftment Certificates	Statistics of Upliftment Certificates		
Statistics on a number of admitted patients	Statistics on a number of admitted patients	Statistics on a number of admitted patients	Statistics on a number of admitted patients	12 in-patients	
Concept document approved	Progress report on the implementation of relapse prevention programme	Progress report on the implementation of relapse prevention programme	Progress report on the implementation of relapse prevention programme	1	



		BASELINE	
STRATEGIC OBJECTIVES	PERFORMANCE INDICATORS	AUDITED ACTUAL 2016/2017	2017/18
3.1. Effective stakeholder relations and partnerships towards the mobilisation of joint resources to reach more people	Number of Strategic Partnerships entered into through MoU/MoA	4	3
3.2. Broad access to information, education and public awareness on responsible gambling	A number of co-partnered events facilitated per annum	4	9
responsible gambling	A number of exhibitions /consumer shows and	20	9
	Number of wellness days undertaken	-	8
	Number of participants attending wellness days per annum	-	1600
	A number of schools visited per province, per year (increasing by one province per year)	140	140
	Number of school learners reached through the industrial theatre per annum	27000	27000
3.3. Broad access by vulnerable groups to information, education and public awareness programmes	Number of vulnerable groups reached	5027	6000

		BASELINE	
STRATEGIC OBJECTIVES	PERFORMANCE INDICATORS	AUDITED ACTUAL 2016/2017	2017/18
4.1. Capacitation of industry role players, to understand, identify	Training of staff (Casino, LPMs, Bingo) on Responsible Gambling 101	700	1000
and effectively respond to problem gambling.	Training of staff (Casino, LPMs, Bingo) on Responsible Gambling 102	50	500
	Training of staff (Casino, LPMs, Bingo) on Responsible Gambling 103	20	28
	Number of employees trained in the Casinos, LPMs, Bingo	2756	4000
	Mentorship and Support	277	300
	Resposible gambling 104 Developed Executive Management Course	-	Conduct a feasibility study on Executive Management Course (Responsible Gambling)



201718 QUARTERLY TARGETS				
Q1 1 APRIL - 30 JUNE 2017	Q2 1 JULY - 30 SEPT 2017	Q3 1 OCT - 31 DEC 2017	Q4 1 JAN - 31 MAR 2018	ANNUAL ACHIEVEMENT OF THE TARGETS
-	1	1	1	3
3	2	2	1	28
3	2	2	2	10
2	2	2	2	4
400	600	400	400	619
50	40	50		92
-	5000	11000	5000	22374
1500	1500	1500	1500	119

201718 QUARTERLY TARGETS					
Q1 1 APRIL - 30 JUNE 2017	Q2 1 JULY - 30 SEPT 2017	Q3 1 OCT - 31 DEC 2017	Q4 1 JAN - 31 MAR 2018	ANNUAL ACHIEVEMENT OF THE TARGETS	
400	400	100	100	4372	
120	20	100	80	346	
7	14	7	-	51	
1000	1000	1000	1000	4768	
75	75	75	75	96	
Feasibility Study Report	Implement recommendations			Executive Management course in the development process	



		BASELINE	
STRATEGIC OBJECTIVES	PERFORMANCE INDICATORS	AUDITED ACTUAL 2016/2017	2017/18
4.1. Capacitation of industry role players, to understand, identify and effectively respond to problem gambling. (cont.)	Training Materials Reviewed	-	Responsible Gambling 101 completed Responsible Gambling 102 Completed
		-	Mentorship programme material developed
			Development of social worker and health care provider training material
			Development of a framework for Learner, Teacher Support Materials (LTSM)

		BASELINE	
STRATEGIC OBJECTIVES	PERFORMANCE INDICATORS	AUDITED ACTUAL 2016/2017	2017/18
5.1. Compliance and sound corporate governance	Audit outcome on previous years financial and non-financial performance information	Unqualified Audit report with no matters of emphasis	Unqualified Audit report with no matters of emphasis
	Annual Independent Board performance assessment	-	Annual Board Assessment Conducted
	Quarterly Registers of Board resolutions	Board resolution register	4 Quarterly register of Board resolutions produced
	Management of the overall risk rating based on organisation's risk appetite	Draft Risk Register	4 Annual Risk Register approved by Board
			Quarterly reports on risk mitigation and exposure



201718 QUARTERLY TARGETS				
Q1 1 APRIL - 30 JUNE 2017	Q2 1 JULY - 30 SEPT 2017	Q3 1 OCT - 31 DEC 2017	Q4 1 JAN - 31 MAR 2018	ANNUAL ACHIEVEMENT OF THE TARGETS
Responsible Gambling 101 completed	Responsible Gambling 102 Completed	Responsible Gambling Trainer Couse Complete	Revised Mentorship programme	Responsible gambling 101 & 102 development complete
-	Conceptual Framework Approved	-	Revised Mentorship programme	Mentorship programme material developed
Conceptual Framework on the social worker and health care provider training material approved	-	-	Social worker and health care provider training material developed	Development process still in progress for both Social worker and primary health caregiver
Report on the feasibility of LTMS	-	-	-	A framework for Learner, Teacher Support Materials (LTSM) developed

201718 QUARTERLY TARGETS					
Q1 1 APRIL - 30 JUNE 2017	Q2 1 JULY - 30 SEPT 2017	Q3 1 OCT - 31 DEC 2017	Q4 1 JAN - 31 MAR 2018	ANNUAL ACHIEVEMENT OF THE TARGETS	
Rolling Audit Plan implemented	Audit opinion received	Rolling Audit Plan to address audit queries developed	Organisation prepared and ready for 2017/2018 Audit	Received an unqualified Audit report with no matters of emphasis	
-	-	-	Board Assessment Report	-	
1 Quarterly Register of Board resolutions produced	1 Quarterly Register of Board resolutions produced	1 Quarterly Register of Board resolutions produced	1 Quarterly Register of Board resolutions produced	4 Quarterly Register of Board resolutions produced	
1 Quarterly reports on risk mitigation and exposure	1 Quarterly reports on risk mitigation and exposure	1 Quarterly reports on risk mitigation and exposure	1 Quarterly reports on risk mitigation and exposure	4 Annual Risk Register has been approved by Board	
				Quarterly reports on risk mitigation and exposure produced	



		BASELINE	
STRATEGIC OBJECTIVES	PERFORMANCE INDICATORS	AUDITED ACTUAL 2016/2017	2017/18
5.2. Sound financial management and internal controls	Enhanced financial management, control and performance	Financial Systems and Controls developed and implemented	Financial Systems and Controls developed and implemented
5.3. A high performing and optimally capacitated organisation	Annual organisational performance rating	-	Development of PMDS  First rating done, baseline established
5.4. Enhanced business integration and organisational effectiveness	Development and implementation of an ICT Master Plan, Information and Knowledge Management plan and Repository & BCP (including MISS standards and policy)	-	Development and approval of plans  Implantation of a centralised data repository
5.5. Clear brand architecture with clear brand identity in the market	Implementation of the Marketing & Communications Strategy and aligned annual implementation plan	Marketing and Communication Strategy Developed	Implementation of the Marketing & Communications Strategy and aligned annual implementation plan
5.6. Established partnerships that help drive and support responsible gambling initiatives	Approved Stakeholder Relations Strategy and aligned annual implementation plan	-	Development and approval of SARGF Stakeholder Relations Strategy and aligned annual implementation plan
	National Responsible Gambling Month Implemented	Report on the implementation of National Responsible Gambling Month	Implementation of the National Responsible Gambling Month



201718 QUARTERLY TARGETS				
Q1 1 APRIL – 30 JUNE 2017	Q2 1 JULY - 30 SEPT 2017	Q3 1 OCT - 31 DEC 2017	Q4 1 JAN - 31 MAR 2018	ANNUAL ACHIEVEMENT OF THE TARGETS
Quarterly reports on financial systems and controls	Quarterly reports on financial systems and controls	Quarterly reports on financial systems and controls	Quarterly reports on financial systems and controls	4 Financial Systems and Controls developed and implemented
Draft completed				Development and implementation of PMDS completed in Q2,3,4
ICT Master Plan	Information	BCP developed		Implemented Q1,2,3,4
developed  Online Assessment App developed	and Knowledge Management plan developed	MISS standard and policy developed	-	Information and Knowledge Management plan developed
Revised Marketing and Communication Strategy	Report on the implementation of the marketing and communication plan	Report on the implementation of the marketing and communication plan	Report on the implementation of the marketing and communication plan	Marketing and communication plan developed and implemented
Approved stakeholder relations and implementation plan	Report on stakeholder relations and implementation plan	Report on stakeholder relations and implementation plan	Report on stakeholder relations and implementation plan	Stakeholder Relations developed and approved for implementation
Project Plan developed and approved	Report on activations linked to the National Responsible Gambling Month	Implementation of the National Responsible Gambling Month	Report on the National Responsible Gambling Month	National Responsible Gambling Month campaign implemented





# PART D: GOVERNANCE AND HUMAN RESOURCE ADMINISTRATION



#### **AUDIT AND RISK CHAIRPERSON**

MR. THABANI KHANYILE

#### **GOVERNANCE**

#### **AUDIT AND RISK COMMITTEE REPORT**

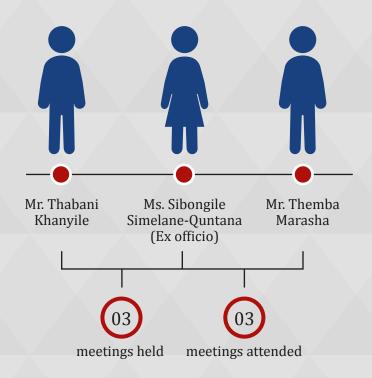
This report by the Audit and Risk Committee (the committee), as appointed by the SARGF Board in respect of the year under review, is prepared in accordance with the recommendations of King IV report and the requirements of the Companies Act (No. 71 of 2008), as amended (Companies Act) and describes how the committee has discharged its statutory duties in terms of the Companies Act and its additional duties assigned to it by the Board in respect of the financial year 2017/2018.

### COMMITTEE MEMBERS AND ATTENDANCE AT MEETINGS

The committee comprises of three independent non-executive directors (as set out in the table below) and is chaired by Mr. Thabani Khanyile who has strong academic background in Business administration, Strategic Leadership in Gambling and a Degree in B. Com (Hons) in Business/Managerial Economics from the University of Zululand. All the committee members are suitably skilled and experienced. In terms of the committee's mandate, at least two meetings should be held annually.

The Corporate Service Manager, head of internal audit and representatives of the external auditors attend the committee meetings by invitation. Committee agendas provide for confidential meetings between com¬mittee members and the internal and external auditors, as well as management.

#### **COMMITTEE MEMBERS**





#### FINANCIAL REPORTS

The Audit and Risk Committee received and reviewed quarterly financial reports from Management that enable it to:

- Monitor the financial integrity of the Foundation in terms of the income (industry contributions) and expenditure
- Reviewed and evaluated the Foundation's Annual Financial Statements and recommended their approval to the Board of Directors
- 3. Ensured that Management complies with internal policies
- 4. Evaluated the basis for the ongoing concern assumption
- 5. Evaluated the assets register as presented by Management

The Audit and Risk committee agrees with SizweNtsalubaGobodo's audit opinion and is of the view that the Financial Statements be read together with the auditors' report.

#### **CORPORATE SERVICES SUPPORT**

Corporate Services plays an enabling role in almost every aspect of the Foundation's operations and in the delivery of programs and services to people. The department provides expertise in the fields of law, information technology, contract management, procurement, human resources, and optimization, organisational governance, and organisational culture. As stewards for the organization, the department promotes and supports innovative business models and services, fulfilling an oversight role through designated officials, supporting sound decision making and policy development.

#### **HUMAN RESOURCE ADMINISTRATION**

The Foundation's Training and skills development plan is supported through interventions such short courses and bursaries. As part of the ongoing human resource function, a comprehensive skills plan has been developed which is aligned to an organisation's long term strategy and it offers the key to implementation of sustainable skills development and overcoming implementation challenges. Using a comprehensive skills plan, the Foundation has been able to develop human resource skills and talents in order to achieve strategic goals as set out on the Strategic Plan.

#### **EMPLOYMENT PROFILE OF STAFF**

The organization has a compliment of eleven (11) fulltime employees as shown on the opposite table.

The table below gives an indication of number of employees trained against the National Qualification framework (NQF).

TRAINING DELIVERED AGAINST THE NQF			
DESCRIPTION	NUMBER OF EMPLOYEES		
Adult basic education and training	0		
National Qualifications Framework Levels 1-2	1		
National Qualifications Framework Levels 3-6	7		
National Qualifications Framework Levels 7-10	3		
Total	11		

The table below provides a synopsis of number of employees trained against all occupational levels. A total number of seven (7) employees across different races mainly African and White were trained in various study fields.

OCCUPATION	AFRICAN	COLOURED	WHITE	DISABLED	NO.
Managers	2				2
Professionals	0		1		1
Admin	3				3
Elementary Occupations	1				1
Total	6		1		7

OCCUPATION GROUP	MALE	FEMALE	TOTAL
Top Management	1	1	1
Senior Management	1		1
Professionals		2	2
Skilled	3	1	4
Semi-skilled	1		1
Unskilled		1	1
Total	6	5	11





# PART E: FINANCIAL INFORMATION

## THE SOUTH AFRICAN RESPONSIBLE GAMBLING FOUNDATION FINANCIAL REPORT - MARCH 2018

	ANNUAL BUDGET	BUDGET ACTUALS	VARIANCE	VARIANCE	Note
	2017/18	2017/18	AMOUNT (R)	(%)	
INCOME	ZAR	ZAR	ZAR		
Industry Contributions	23 000 000.00	24 618 186.63	1 618 186.63	7%	
Cash and cash Equivalent (Bank Balance)	4 231 504.00			0%	
Investment Income	3 185 820.11	_		090	
Research Funding (Tsogo Sun & KZNGBB)	1 400 000.00	980 000.00	420 000.00	30%	
Collateral Income	210 000.00	-	210 000.00	100%	
Interest Income	120 000.00	232 912.00	112 912.00	945%	
Total Income	32 147 324.11	25 831 098.63	2 361 098.63	71370	
EXPENSES					
PROGRAMMES					
Treatment and Counselling	7 741 162.00	5 724 102.88	2 017 059.12	26%	
Research, Monitoring & Evaluation	1 400 000.00	799 610.56	600 389.44	43%	2
Prevention, Crisi Management & Training	5 771 822.00	4 361 515.91	1 410 306.09	24%	
Stakeholder Management, Marketing and Communications	5 381 870.00	4 260 630.29	1 121 239.71	21%	
Sub-Total	20 294 854.00	15 145 859.64	5 148 994.36		
Corporate Services					
Compensation of Employees	2 413 738.33	2 340 764.83	72 973.50	3%	
Bank Charges	115 869.00	113 600.15	2 268.85	2%	
Audit Costs:	110 003.00	110 000.10	-	270	
- External Auditors	260 000.00	204 070.00	55 930.00	22%	
- Internal Auditors	400 000.00	-	400 000.00	100%	
Catering	90 000.00	99 605.52	-9 605.52	-11%	
Staff Development and Training	540 040.00	366 998.41	173 041.59	32%	
Communication (Telephone)	290 000.00	305 437.85	-15 437.85	-5%	
Cleaning	39 918.00	40 820.00	-902.00	-2%	
Lease Rental Payment	900 000.00	1 305 653.91	-405 653.91	-45%	3
Depreciation	65 121.00	69 484.60	-4 363.75	-7%	
Lease-Printers	150 000.00	154 498.60	-4 498.60	-3%	
Legal Services	300 000.00	26 460.53	273 539.47	91%	4
Performance Rewards System	56 650.00	_	56 650.00	100&	
Travel and Accommodation Subsistence: Local	650 000.00	505 356.69	144 643.31	22%	
Travel and Accommodation Subsistence: International	380 000.00	_	380 000.00	100%	5
PAYE, UIF & SDL	_	1 845 748.03	-1 845 748.03	0%	
VAT	_	1 570 847.48	-1 570 847.48	0%	
Annual returns (CIPC)	3 000.00	3 000.00	<u>-</u> .	0%	
Medical Aid	190 000.00	180 761.63	9 238.37	5%	
Provident Fund	951 420.00	904 347.48	47 072.52	5%	
Staff Welfare	40 000.00	28 556.64	11 443.36	29%	
Courier & Postage	120 000.00	156 063.31	-36 063.31	-30%	6
Printing & Stationery	280 000.00	229 903.79	50 096.21	18%	
Assests-Hardware	220 000.00	292 804.23	-72 804.23	-33%	7
Assets-Software Consultants and Professional Fees	250 000.00	- (71 440 54	250 000.00	100%	0
Board Chairperson Remuneration	350 000.00	671 443.56	-321 443.56	-92%	8
IT & Computer Expense	120 000.00	60 000.00	60 000.00	50%	
Insurance	60 000.00 132 688.00	54 968.10	5 031.90	8%	
Independent Chair – Audit & Risk Committee	30 000.00	133 369.52 5 000.00	-681.52 25 000.00	-1% 83%	
Leave Provision	71 000.00	70 130.00	870.00	1%	
Office Move Including Renovation & Fittings	510 000.00	795 326.08	-285 326.08	-56%	9
Total-Corporate Services Expenditure	9 979 444.33	12 535 021.09	-2 555 576.76	-30%	<u> </u>
Balance b/d	777711133	12 000 02107	2 333 370.70		
Surplus (Deficit)	1 873 025.78	-1 849 782.10			
r ()	10.0020.70	1017/02/10			



The South African Responsible Gambling Foundation NPC (Registration number 2004/012448/08)

Annual Financial Statements
for the year ended 31 March 2018



(Registration number 2004/012448/08)

Annual Financial Statements for the year ended 31 March 2018

#### General Information

Country of incorporation and domicile South Africa

Nature of business and principal activities

The main business of the company is the promotion of responsible

gambling in South Africa.

Directors

DT Marasha ML Ramafalo TE Ngobese

SM Simelane-Quntana

JF Nalane Z Samuels SM Maja TD Khanyile

B Fatima-Loonat

Registered office Sunnyside Office Park

32 Cnr Sunnyside Road & Carse O'Gowrie

Building B, 1st Floor

Parktown 2193

Business address Sunnyside Office Park

32 Cnr Sunnyside Road & Carse O'Gowrie

Building B, 1st Floor

Parktown 2193

Auditor SizweNtsalubaGobodo Grant Thornton Inc.

Chartered Accountants (S.A.)

Registered Auditor

Company registration number 2004/012448/08

Level of assurance These annual financial statements have been audited in compliance with

the applicable requirements of the Companies Act 71 of 2008 and IFRS

for SME.

Preparer The annual financial statements were internally compiled by:

Daniel Antwi

Corporate Services Manager

Issued 30 September 2018



# The South African Responsible Gambling Foundation NPC (Registration number 2004/012448/08) Annual Financial Statements for the year ended 31 March 2018

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The following supplementary information does not form part of t	he annua
financial statements and is unaudited:	
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(Registration number 2004/012448/08)
Annual Financial Statements for the year ended 31 March 2018

#### Audit and Risk Committee Report

#### 1. Members of the Audit Committee

The members of the audit committee are all independent non-executive directors of company and include: DT Marasha
DT Marasha
B Fatima-Loonat

The committee is satisfied that the members thereof have the required knowledge and experience as set out in Section 94(5) of the Companies Act 71 of 2008 and IFRS for SME and Regulation 42 of the Companies Regulation, 2011

#### 2. External auditor

The committee satisfied itself through enquiry that the external auditor's is independent as defined by the Companies Act 71 of 2008 and IFRS for SME and as per the standards stipulated by the auditing profession. Requisite assurance was sought and provided by the auditor's that internal governance processes within the firm support and demonstrate the claim to independence.

The audit committee in consultation with executive management, agreed to the terms of the engagement. The audit fee for the external audit has been considered and approved taking into consideration such factors as the timing of the audit, the extent of the work required and the scope.

#### 3. Annual Financial Statements

The Audit and Risk Committee oversees the Company's financial reporting process on behalf of the Board of Directors. The Company's management has the primary responsibility for the financial statements, for maintaining effective internal control over financial reporting, and for assessing the effectiveness of internal control over financial reporting. In fulfilling its oversight responsibilities, the Committee reviewed and discussed the audited financial statements in the Annual Report with Company management, including a discussion of the quality, not just the acceptability, of the accounting principles; the reasonableness of significant judgments; and the clarity of disclosures in the financial statements

The Committee is governed by a charter. A copy of the charter is available on the South African Responsible Gambling Foundation's website. The Committee held 4 meetings during fiscal year 2018. The Committee is comprised solely of independent directors as defined by the Companies Act, 71 of 2008, of South Africa

The Committee reviewed with the independent auditor, which is responsible for expressing an opinion on the conformity of those audited financial statements in line with International Financial Reporting Standards for Small and Medium-Size entities and the requirements of the Companies Act, 71 of 2008 of South Africa, pertaining to its judgments as to the quality, not just the acceptability, of the Company's accounting principles and such other matters as are required to be discussed with the Committee. In addition, the Committee has discussed with the independent auditor the firm's independence from Company management and the Company

The Committee also reviewed and discussed together with management and the independent auditor the Company's audited financial statements for the year ended 31 March 2018, and the results of management's assessment of the effectiveness of the Company's internal control over financial reporting and the independent auditor's audit of internal control over financial reporting. The Committee discussed with management and the independent auditor material weaknesses and significant deficiencies identified during the course of the assessment and the audit and management's plan to remediate those control deficiencies. In reliance on the audit and discussions referred to above, the Committee recommended to the Board of Directors, for the approval of the audited financial statements

TD Khanyile Chairman Audit and Risk Committee



(Registration number 2004/012448/08)
Annual Financial Statements for the year ended 31 March 2018

#### Directors' Responsibilities and Approval

The directors are required by the Companies Act 71 of 2008 and IFRS for SME, to maintain adequate accounting records and are responsible for the content and integrity of the annual financial statements and related financial information included in this report. It is their responsibility to ensure that the annual financial statements fairly present the state of affairs of the company as at the end of the financial year and the results of its operations and cash flows for the period then ended, in conformity with IFRS for SMEs. The external auditor's is engaged to express an independent opinion on the annual financial statements.

The annual financial statements are prepared in accordance with IFRS for SMEs and are based upon appropriate accounting policies consistently applied and supported by reasonable and prudent judgements and estimates.

The directors acknowledge that they are ultimately responsible for the system of internal financial control established by the company and place considerable importance on maintaining a strong control environment. To enable the directors to meet these responsibilities, the board of directors sets standards for internal control aimed at reducing the risk of error or loss in a cost effective manner. The standards include the proper delegation of responsibilities within a clearly defined framework, effective accounting procedures and adequate segregation of duties to ensure an acceptable level of risk. These controls are monitored throughout the company and all employees are required to maintain the highest ethical standards in ensuring the company's business is conducted in a manner that in all reasonable circumstances is above reproach. The focus of risk management in the company is on identifying, assessing, managing and monitoring all known forms of risk across the company. While operating risk cannot be fully eliminated, the company endeavours to minimise it by ensuring that appropriate infrastructure, controls, systems and ethical behaviour are applied and managed within predetermined procedures and constraints.

The directors are of the opinion, based on the information and explanations given by management, that the system of internal control provides reasonable assurance that the financial records may be relied on for the preparation of the annual financial statements. However, any system of internal financial control can provide only reasonable, and not absolute, assurance against material misstatement or loss.

The directors have reviewed the company's cash flow forecast for the year to 31 March 2019 and, in the light of this review and the current financial position, They are satisfied that the company has or has access to adequate resources to continue in operational existence for the foreseeable future.

The external auditor's are responsible for independently auditing and reporting on the company's annual financial statements. The annual financial statements have been examined by the company's external auditor's and their report is presented on page 5-7.

The annual financial statements set out on page 8 to 24, which have been prepared on the going concern basis, were approved by the board of directors on 30 September 2018 and were signed on its behalf by:

Approval of annual financial statements	
JF Nalane	DT Marasha



(Registration number 2004/012448/08)
Annual Financial Statements for the year ended 31 March 2018

#### **Directors' Report**

The directors have pleasure in submitting their report on the annual financial statements of The South African Responsible Gambling Foundation NPC for the year ended 31 March 2018.

#### Nature of business

The main business of The South African Responsible Gambling Foundation NPC is to grow awareness of responsible gambling and to manage and minimise the potential harmful effects of problem gambling.

There have been no material changes to the nature of the company's business from the prior year.

#### 2. Review of financial results and activities

The annual financial statements have been prepared in accordance with International Financial Reporting Standard for Small and Medium-sized Entities and the requirements of the Companies Act 71 of 2008. The accounting policies have been applied consistently compared to the prior year.

Full details of the financial position, results of operations and cash flows of the company are set out in these annual financial statements.

#### 3. Directors

The directors in office at the date of this report are as follows:

Directors DT Marasha	<b>Designation</b> Non-executive	Changes
ML Ramafalo	Non-executive	Resignation October 11,
NE Ramarato	Non-executive	2017
TE Ngobese	Non-executive	
SM Simelane-Quntana	Executive	
	Director	
JF Nalane	Non-executive	Appointed July 19, 2016
Z Samuels	Non-executive	Appointed April 15, 2016
SM Maja	Non-executive	
TD Khanyile	Non-executive	Appointed September 01, 2017
B Fatima-Loonat	Non-executive	Appointed March 01, 2017

#### 4. Events after the reporting period

The directors are not aware of any material event which occurred after the reporting date and up to the date of this report.

#### 5. Going concern

The directors believe that the company has adequate financial resources to continue in operation for the foreseeable future and accordingly the annual financial statements have been prepared on a going concern basis. SARGF have funds that will be available to finance future operations and that the realisation of assets and settlement of liabilities, contingent obligations and commitments will occur in the ordinary course of business. The directors have satisfied themselves that the company is in a sound financial position as SARGF has no borrowings but generates it's own cash requirements. The directors are not aware of any new material changes that may adversely impact the company. The directors are also not aware of any material non-compliance with statutory or regulatory requirements or of any pending changes to legislation which may affect the company.

#### 6. Auditors

SizweNtsalubaGobodo Grant Thornton Inc. continued in office as auditors for the company for 2018.



# Statement of Financial Position as at 31 March 2018

	Note(s)	2018 R	2017 R
Assets			
Non-Current Assets			
Property, plant and equipment	2	2 184 903	728 443
Intangible assets	3	206 919	345 307
Deposit-rent		370 088	-
		2 761 910	1 073 750
Current Assets			
Other receivables	5	3 418 213	2 334 197
Prepayments		15 520	-
Cash and cash equivalents	6	3 566 072	8 049 779
		6 999 805	10 383 976
Total Assets		9 761 715	11 457 726
Equity and Liabilities			
Equity			
Accumulated surplus		5 936 950	9 553 200
Liabilities			
Non-Current Liabilities			
Finance lease liabilities	8	170 666	-
Landlord contribution (Deferred income)	10	290 487	14 175
		461 153	14 175
Current Liabilities			
Payables	7	2 459 989	1 490 418
Provisions	9	627 975	294 263
Landlord contribution (Deferred income)	10	89 174	18 900
Operating lease liability		163 808	86 770
Finance lease liability		22 666	-
		3 363 612	1 890 351
Total Liabilities		3 824 765	1 904 526
Total Equity and Liabilities		9 761 715	11 457 726



# **Statement of Comprehensive Income**

		2018	2017
	Note(s)	R	R
Contributions	11	25 380 786	23 036 787
Programme expenditure		(29 107 326)	(24 593 558)
Operating surplus/(deficit)		(3 726 540)	(1 556 771)
Finance income	12	205 562	309 077
Finance costs		(95 272)	-
Surplus/(deficit) for the year		(3 616 250)	(1 247 694)
		-	-
Total comprehensive surplus/(deficit) for the year		(3 616 250)	(1 247 694)



# **Statement of Changes in Equity**

	Accumulated surplus R	Total equity
Balance at 01 March 2015	4 438 122	4 438 122
Surplus for the year Total comprehensive surplus for the year	6 362 772 <b>6 362 772</b>	6 362 772 <b>6 362 772</b>
Balance at 01 March 2016	10 800 894	10 800 894
Deficit for the year Balance at 01 April 2017	(1 247 694) 9 553 200	(1 247 694) 9 553 200
Loss for the year Total comprehensive loss for the year	(3 616 250) (3 616 250)	(3 616 250) (3 616 250)
Balance at 31 March 2018	5 936 950	5 936 950



# **Statement of Cash Flows**

	Note(s)	2018 R	2017 R
Cash flows from operating activities			
Cash (utilized) generated from operations	14	(2 375 571)	507 852
Finance income		205 562	309 077
Finance costs		(95 272)	-
Net cash from operating activities		(2 265 281)	816 929
Cash flows from investing activities			
Purchase of property, plant and equipment	2	(2 041 670)	(646 904)
Purchase of intangible assets	3		(389 553)
Deposit-Landlord		(370 088)	
Net cash from investing activities		(2 411 758)	(1 036 457)
Cash flows from financing activities			
Finance lease liability		193 332	
Total cash movement for the year		(4 483 707)	(219 528)
Cash at the beginning of the year		8 049 779	8 269 307
Total cash at end of the year	6	3 566 072	8 049 779



(Registration number 2004/012448/08)
Annual Financial Statements for the year ended 31 March 2018

# Accounting Policies

#### 1. Presentation of annual financial statements

The annual financial statements have been prepared on a going concern basis in accordance with IFRS for SMEs and the requirements of the Companies Act 71 of 2008. The annual financial statements have been prepared on the historical cost basis,, and incorporate the principal accounting policies set out below. They are presented in South African Rands.

These accounting policies are consistent with the previous period. The financial statements have been prepared in accordance with the accounting policies as set out below:

#### 1.1 Property, plant and equipment

Property, plant and equipment are tangible assets which the company holds for its own use or for rental to others and which are expected to be used for more than one period.

Property, plant and equipment is carried at cost less accumulated depreciation and accumulated impairment lossest.

Cost includes costs incurred initially to acquire or construct an item of property, plant and equipment and costs incurred subsequently to add to, replace part of, or service it. If a replacement cost is recognised in the carrying amount of an item of property, plant and equipment, the carrying amount of the replaced part is derecognised.

Depreciaition is provided using the straight-line method to write down the cost, less estimated residual value over the useful life of the property, plant and equipment as follows:

Item	Depreciation method	Average useful life
Furniture and fixtures	Straight line	6 years
Office equipment	Straight line	5 years
IT equipment	Straight line	3 years
Leasehold improvements	Straight line	5 years
Finance Lease-Printer	Straight line	5 years

Impairment tests are performed on property, plant and equipment when there is an indicator that they may be impaired. When the carrying amount of an item of property, plant and equipment is assessed to be higher than the estimated recoverable amount, an impairment loss is recognised immediately in profit or loss to bring the carrying amount in line with the recoverable amount.

If the major components of an item of property, plant and equipment have significantly different patterns of consumption of economic benefits, the cost of the asset is allocated to the components and each such component is depreciated separately over its useful life

The residual value, depreciation method, and useful life of each asset are viewed only where there is an indication that there has been a significant chnage from the previous estimate

Gains and losses on disposal are determined by comparing the poceeds with the carrying amount and are recognised in profit and losst

An item of property, plant and equipment is derecognised upon disposal or when no future economic benefits are expected from its continued use or disposal. Any gain or loss arising from the derecognition of an item of property, plant and equipment, determined as the difference between the net disposal proceeds, if any, and the carrying amount of the item, is included in profit or loss when the item is derecognised.

#### 1.2 Intangible assets

Intangible assets are initially recognised at cost and subsequently at cost less accumulated amortisation and accumulated impairment losses.

Amortisation is provided to write down the intangible assets, on a straight-line basis, as follows:

ItemUseful lifeComputer software3 years



(Registration number 2004/012448/08) Annual Financial Statements for the year ended 31 March 2018

# Accounting Policies

#### 1.2 Intangible assets (continued)

The residual value, amortisation period and amortisation method for intangible assets are reassessed when there is an indication that there is a change from the previous estimate.

#### 1.3 Rounding

Investments in subsidiaries are measured at cost less any accumulated impairment losses.

#### 1.4 Financial instruments

#### Initial measurement

Financial instruments are initially measured at the transaction price (including transaction costs except in the initial measurement of financial assets and liabilities that are measured at fair value through profit or loss) unless the arrangement constitutes, in effect, a financing transaction in which case it is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

#### Financial instruments at amortised cost

These include loans, trade receivables, rental deposit and trade payables. Those debt instruments which meet the criteria in section 11.8(b) of the standard, are subsequently measured at amortised cost using the effective interest method. Debt instruments which are classified as current assets or current liabilities are measured at the undiscounted amount of the cash expected to be received or paid, unless the arrangement effectively constitutes a financing transaction.

At each reporting date, the carrying amounts of assets held in this category are reviewed to determine whether there is any objective evidence of impairment. If there is objective evidence, the recoverable amount is estimated and compared with the carrying amount. If the estimated recoverable amount is lower, the carrying amount is reduced to its estimated recoverable amount, and an impairment loss is recognised immediately in profit or loss.

### 1.5 Income tax

The Foundation has a Public Benefit Organisation (PBO) status and is exempt from Income Tax.

#### 1.6 Leases

A lease is classified as a finance lease if it transfers substantially all the risks and rewards incidental to ownership to the lessee. All other leases are classified as operating leases.

#### Finance leases - lessee

Finance leases are recognised as assets and liabilities at amounts equal to the fair value of the leased property or, if lower, the present value of the minimum lease payments.

The lease payments are apportioned between the finance charge and the reduction of the outstanding liability using the effective interest method.

#### 1.7 Bonus provision

The expected cost of bonus payments is recognised as an expense when there is a legal or constructive obligation to make such payments as a result of past performance. Provisions are recognised when the company has an obligation at the reporting date as a result of a past event; it is probable that the company will be required to transfer economic benefits in settlement; and the amount of the obligation can be estimated reliably. Provisions are not recognised for future operating losses. Contingent assets and contingent liabilities are not recognised

## 1.8 Impairment of assets

The company assesses at each reporting date whether there is any indication that property, plant and equipment or intangible assets or goodwill may be impaired.



(Registration number 2004/012448/08) Annual Financial Statements for the year ended 31 March 2018

# Accounting Policies

#### 1.8 Impairment of assets (continued)

If there is any such indication, the recoverable amount of any affected asset (or group of related assets) is estimated and compared with its carrying amount. If the estimated recoverable amount is lower, the carrying amount is reduced to its estimated recoverable amount, and an impairment loss is recognised immediately in profit or loss.

If an impairment loss subsequently reverses, the carrying amount of the asset (or group of related assets) is increased to the revised estimate of its recoverable amount, but not in excess of the amount that would have been determined had no impairment loss been recognised for the asset (or group of assets) in prior years. A reversal of impairment is recognised immediately in profit or loss.

#### 1.9 Cash and cash equivalents

Cash and cash equivalent comprises of cash on hand and demand deposit, and other short-term liquidity investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of changes in value. These are initially recorded at fair value and subsequently at amortised cost.

#### 1.10 Related party

A related parties are considered to be related to the entity if they have the ability to exercise significant influence over the entity in making financial and operational decisions.

#### 1.11 Employee benefits

#### Short-term employee benefits

The cost of short-term employee benefits, (those payable within 12 months after the service is rendered, such as leave pay and sick leave, bonuses, and non-monetary benefits such as medical care), are recognised in the period in which the service is rendered and are not discounted.

### Leave days

The expected cost of compensated absence is recognised an an expense as the employees render services that increase their entitlement or, in the case of non accumulating absences, when the absence occurs.

## 1.12 Provisions and contingencies

Provisions are recognised when the company has an obligation at the reporting date as a result of a past event; it is probable that the company will be required to transfer economic benefits in settlement; and the amount of the obligation can be estimated reliably.

Provisions are measured at the present value of the amount expected to be required to settle the obligation using a pre-tax rate that reflects current market assessments of the time value of money and the risks specific to the obligation. The increase in the provision due to the passage of time is recognised as interest expense.

Provisions are not recognised for future operating losses.

The Foundation has signed a letter of guarantee with Growthpoint over the Johannesburg office lease.

#### 1.13 Landlord contribution

The Landlord contribution pertains to an installation allowance relating to leasehold improvements for the South African Responsible Gambling Foundation for the Johannesburg Office. The full amount of the liability and corresponding asset are recognised and is realised in profit and loss over the lease term.

#### 1.14 Revenue

Revenue is recognised to the extent that the company has transferred the significant risks and rewards of ownership of goods to the buyer, or has rendered services under an agreement provided the amount of revenue can be measured reliably and it is probable that economic benefits associated with the transaction will flow to the company. Revenue is measured at the fair value of the consideration received or receivable, excluding sales taxes and discounts.



(Registration number 2004/012448/08) Annual Financial Statements for the year ended 31 March 2018

# Accounting Policies

## 1.14 Revenue (continued)

Interest is recognised, in profit or loss, using the effective interest rate method.

## 1.15 Borrowing costs

Borrowing costs are recognised as an expense in the period in which they are incurred.

## 1.16 Value added tax

Value added tax is accounted for based on the requirements of the Value Added Tax Act of South Africa. The net amount is derived from netting off the total input tax allowed to claim against the total output tax that should be paid over to the South African Revenue Service.

#### 1.17 New and Ammendments for IFRS for SMEs

The following amendments are effective for annual periods beginning on or after 1 January, 2017:



# **Accounting Policies**

## 1.17 New and Ammendments for IFRS for SMEs (continued)

Section 1— Definition of an SME	Ammendment Clarification with regard to public accountability and clarification with regard to the use of the IFRS for SMEs in the parent's separate financial statements added
2 — Concepts and pervasive principles	Added guidance on the "undue cost and effort" exempt
4 — Statement of financial position	Requirement to present investment property measured at cost less accumulated depreciation ans impairment separately on the face of the statement of financial position added and relief from requirement to disclose certain comoparative information provided
5 — Statement of comprehensive income and income statement	Clarification with regard to the single amount presented for discontinued operations added and alignment with changes made to IAS 1on reclassifications
6 — Statement of changes in equity and statement of income and retained earnings	Alignment with changes made to IAS 1 on OCI components
9 — Consolidated and separate financial state¬ments	Clarifications on consolidation, guidance on dealing with different reporting dates, clarifications on disposal of subsidiaries, option to account for investments in subsidiaries, associates and jointly controlled entities in separate financial statements using the equity method, and amended definition of "combined financial statements" added
11 — Basic financial instruments	Several clarifications and 'undue cost and effort' exemption regarding the rquirement to measure investment in equity instruments at FV added
12 — Other financial instruments issues	Clarification on the scope of this section and clarifications regarding hedge accounting added
17 — Property, plant and equipment	Alignment with changes made to IAS 16 on classification of spare parts, stand-by and servicing equipment, expemtion regarding the use of cost of the replacement, and option to use the revaluation model for property, plant and equipment added



(Registration number 2004/012448/08)

Annual Financial Statements for the year ended 31 March 2018

# **Accounting Policies**

1.17	New and Ammendments for IFRS for SMEs	(continued)
40	1-4	M = 1:0 = 1 =====: ====== + i1 = +

18 — Intangible assets other than goodwill Modified requirement that useful life

of intangible should not exceed 10 years when entities are unable to reliably estimate the useful life

19 — Business combinations and goodwill Several minor amendments

constituting clarifications, added guidance, and addition of an undue cost or effort exemption regarding the requirement to recognise intangibles assets separately in a

business combination

20 — Leases Clarification added as to what

arrangements (do not) constitute a

lease

22 — Liabilities and equity Some guidance, exemption as well

as alignment with full IFRSs regarding IFRIC 19 and IAS 32

added

26 — Share-based payment Several clarifications added and

scope aligned with IFRS 2

27 — Impairment of assets Clarification regarding applicability

to assets from construction

contracts

28 — Employee benefits Clarifications added and disclosure

requirements on accounting policy for termination benefits removed

29 — Income taxes Alignment of key principles with IAS

12 as regards recognition and measurement of deferred tax and 'undue cost and effort' exemption regarding requirement to offset income tax assets and liabilities

added

30 — Foreign currency translation Scope clarified

33 — Related party disclosures Definition of 'related party' aligned

with IAS 24

34 — Specialised activities Certain disclosure relief for

biological assets added and the main recognition and measurement requirements for exploration and evaluation assets aligned with IFRS 6

35 — Transition to the IFRS for SMEs Several chnages to IFRS 1

incorporated and wording simplified

The above ammendments do not have a material impact on the financial information of the South African Responsible Gambling Foundation (SARGF).



## 2. Property, plant and equipment

		2018		2017		
	Cost or revaluation	Accumulated depreciation	Carrying value	Cost or revaluation	Accumulated depreciation	Carrying value
Furniture and fixtures	506 370	(131 788)	374 582	258 204	(60 367)	197 837
Office equipment	440 944	(79 076)	361 868	64 472	(19 373)	45 099
IT equipment	699 279	(327 528)	371 751	598 567	(136 561)	462 006
Leasehold improvements	1 041 356	(149 499)	891 857			
Other fixed assets	25 600	(7 219)	18 381	25 600	(2 099)	23 501
Finance lease - Printer	208 080	(41 616)	166 464			
Total	2 921 629	(736 726)	2 184 903	946 843	(218 400)	728 443
		,,				
Reconciliation of property, plant and equipment - 2018		,				
		Opening	Additions	Depreciation	Impairment	Closing
			Additions	Depreciation	Impairment loss	Closing balance
		Opening	Additions 281 100	Depreciation (104 355)		balance 374 582
Reconciliation of property, plant and equipment - 2018		Opening balance 197 837 45 099			loss	balance 374 582 361 868
Reconciliation of property, plant and equipment - 2018  Furniture and fixtures Office equipment IT equipment		Opening balance 197 837	281 100 382 155 128 979	(104 355) (59 703) (190 966)	loss	374 582 361 868 371 751
Reconciliation of property, plant and equipment - 2018  Furniture and fixtures Office equipment IT equipment Leasehold improvements		Opening balance 197 837 45 099 462 006	281 100 382 155	(104 355) (59 703) (190 966) (149 499)	loss (5 683)	balance 374 582 361 868 371 751 891 857
Reconciliation of property, plant and equipment - 2018  Furniture and fixtures Office equipment IT equipment		Opening balance 197 837 45 099 462 006	281 100 382 155 128 979	(104 355) (59 703) (190 966)	loss (5 683) (28 268)	374 582 361 868 371 751

728 443 2 041 670 (551 259) (33 951) 2 184 903



(Registration number 2004/012448/08)

Annual Financial Statements for the year ended 31 March 2018

## Notes to the Annual Financial Statements

2018	2017
R	R

## 2. Property, plant and equipment (continued)

## Reconciliation of property, plant and equipment - 2017

	Opening balance	Additions	Depreciation	Impairment loss	Closing balance
Furniture and fixtures	147 592	85 099	(34 854)		197 837
Office equipment	26 732	28 547	(9 535)	(645)	45 099
IT equipment	67 204	507 658	(112 856)	-	462 006
Other fixed assets		25 600	(2 099)		23 501
	241 528	646 904	(159 344)	(645)	728 443

## 3. Intangible assets

	2018		2017			
	Cost	Accumulated amortisation	Carrying value	Cost	Accumulated amortisation	Carrying value
Computer software	415 205	(208 286)	206 919	415 205	(69 898)	345 307

## Reconciliation of intangible assets - 2018

	Opening	Amortisation	Total
	balance		
Computer software	345 307	(138 388)	206 919

## Reconciliation of intangible assets - 2017

	Opening	Additions	Amortisation	Total
	balance			
Computer software	24 192	389 553	(68 438)	345 307

## 4. Operating Lease Liability

Operating Leases are recognised on the straight-line basis as per the requirements of section 20 of IFRS for SMEs. The following liabilities have been recognised in respect of the operating lease:

Balance at the begining of the year Operating lease liability movement during the period	(86 770) (77 038)	(146 210) 59 440
	(163 808)	(86 770)
5. Other receivables		
Accounts receivable - National Other receivables Impairment allowance	4 343 185 106 900 (1 031 872)	3 220 385 - (886 188)
	3 418 213	2 334 197

## 6. Cash and cash equivalents

Cash and cash equivalents consist of:



# **Notes to the Annual Financial Statements**

	2018 R	2017 R
6. Cash and cash equivalents (continued)		
Cash on hand Bank balances Short-term deposits	2 000 2 468 658 1 095 414	2 000 3 969 489 4 078 290
	3 566 072	8 049 779
7. Payables		
Trade payables	258 598	113 534
VAT	1 027 446	855 751
Accrual	1 173 945	521 133
	2 459 989	1 490 418
8. Finance lease liabilities		
Minimum lease payments which fall due		
Minimum lease payments which fall due - within one year	99 444	
Minimum lease payments which fall due - within one year - in second to fifth year inclusive	99 444 298 332	:
- within one year	298 332	:
- within one year - in second to fifth year inclusive		:
- within one year	298 332 397 776	
- within one year - in second to fifth year inclusive  Less: future finance charges  Present value of minimum lease payments	298 332 397 776 (204 444) <b>193 332</b>	
- within one year - in second to fifth year inclusive  Less: future finance charges  Present value of minimum lease payments  Non-current portion	298 332 397 776 (204 444) <b>193 332</b> 170 666	<u> </u>
- within one year - in second to fifth year inclusive  Less: future finance charges  Present value of minimum lease payments	298 332 397 776 (204 444) <b>193 332</b>	<u> </u>
- within one year - in second to fifth year inclusive  Less: future finance charges  Present value of minimum lease payments  Non-current portion	298 332 397 776 (204 444) <b>193 332</b> 170 666	<u> </u>

The company's obligations under finance leases are secured by the leased assets.

## **Provisions**

## Reconciliation of provisions - 2018

	Opening balance	Additions	Utilised during the year	Total
Bonus provision	67 083	169 317	(67 083)	169 317
Leave pay provision	142 311		(28 558)	113 753
Internal audit fee provision	-	344 905		344 905
	209 394	514 222	(95 641)	627 975

## 10. Landlord contribution (Deferred income)

The Landlord contribution pertains to an installation allowance for the South African Responsible Gambling Foundation for the Johannesburg Office.

Current portion Non-Current portion	89 174 290 487	18 900 14 175
	379 661	33 075



## **Notes to the Annual Financial Statements**

Lit. Contributions         2018 R N R         2017 R R           Contributions received         25 380 786         23 03 67 87           Lit. Contributions received         25 380 786         23 03 67 87           Lit. Contributions received         25 580 786         23 03 67 87           Lit. Contributions received         205 562         308 977           Cash and cash equivalent-GGB         20 5562         308 977           Cash and cash equivalent-GGB         20 5562         308 977           Cash and cash equivalent-GGB         4 047 173         3 678 002           Lit. Constitution of intangible assets         13 83 88         4 80 80           Amortisation of intangible assets         13 83 88         4 86 88           Auditors remained assets         1 103 1872         886 188           Consulting fees         1 95 48         186 188           Consulting fees         1 95 48         186 188           Consulting fees         1 95 48         186 188         186 188           Consulting fees         1 95 48         186 188         186 188         186 188         186 188         186 188         186 188         186 188         186 188	Notes to the Annual Financial Statements		
Contributions received         25 380 786         23 036 787           12. Investment revenue           Interest revenue         205 562         308 977           Cash and cash equivalent         205 562         308 977           Cash and cash equivalent-GGB         205 562         309 077           13. Programme Expenditure           Marketing expenses         4 04 74 713         3 678 002           Amortisation of intangible assets         133 388         68 438           4 86 188         6 40 4374         26 29 29           8 and desh         103 1872         886 188         6 40 42 434         26 29 29           8 and desh         103 1872         886 188         6 40 42 434         26 29 29         886 188         6 40 42 29         886 188         6 40 42 29         886 188         6 40 42 29         886 188         104 64         9 29 29 20         9 20 20 20         9 20 20 20         9 20 20 20         9 20 20 20         9 20 20 20         9 20 20 20			
Table   Tabl	11. Contributions		
Table   Tabl	Contributions received	25 380 786	23 036 787
Cash and cash equivalent Cash can deash equivalent-GGB         205562         308 977 (2000)           Cash and cash equivalent-GGB         205562         309 077           Tash cash equivalent-GGB         2005 562         309 077           Tash cash equivalent-GGB         2005 762         309 077           Tash cash equivalent-GGB         40 477 173         30 78 080           Amortisation of intangible assets         40 477 173         36 78 080           Auditors remuneration         20 473 4         269 299           Bad debt         10 318 88         188 6188         188 6188         189 299         188 6188         189 299         188 6183         189 299         189 299         188 6183         189 299         189 299         189 299         189 299         189 299         189 299         189 299         189 299         189 299         189 299         189 299         189 299         189 299         189 299         189 299         189 299         189 299	12. Investment revenue		
Cash and cash equivalent-GGB         . 100           205 562         309 077           3. Programme Expenditure           Marketing expenses         4 047 173         3 678 002           Amortisation of intangible assets         138 388         68 438           Auditors remuneration         204 374         269 290           Bad debt         1031 872         886 188           Consulting fees         1 795 802         1 750 633           Impairment of asset         3 3951         647           Depreciation         551 259         159 344           Employee cost         8 671 154         781 425           Fines and penalties         8 28 48         124 173           Operating lease expenses         1 401 048         939 266           Research         1 201 309         200 000           Internal audit fee         302 548         124 173           Telephone, printing and stationery         2 889 807         2 450 546           Workshops, conferences and treatment         2 810 546         2 450 546           Workshops, conferences and treatment         6 869 47         227 782           Surplus/(Deficit)         (3 616 250)         (1 247 694)           Experication and amortisation <td></td> <td>205.542</td> <td>200.077</td>		205.542	200.077
Marketing expenses		205 562	
Marketing expenses         4 047 173         3 678 002           Amortisation of intangible assets         138 388         68 438           Auditors remuneration         204 374         269 290           Bad debt         1031 872         886 188           Consulting fees         1795 802         1570 633           Impairment of asset         33 951         647           Depreciation         551 259         159 467           Employee cost         8 671 154         7 881 425           Fines and penalities         8 671 154         7 881 425           Operating lease expenses         140 1048         939 266           Research         1213 099         200 000           Internal audit fee         30 2548         124 173           Telephone, printing and stationery         1107 634         756 424           Travel         28 98 907         2 450 546           Workshops, conferences and treatment         5 636 639         560 9182           Telephone, printing and stationery         3 65 424           Travel         3 65 462         2 450 546           Workshops, conferences and treatment         6 68 647         2 450 548           Surplus/(Deficit)         3 68 625         (2 65 562)		205 562	309 077
Amortisation of intangible assets         138 388         68 438           Auditors remuneration         204 374         269 290           Bad debt         1031 872         886 188           Consulting fees         1795 802         1570 633           Impairment of asset         33 951         647           Depreciation         551 259         159 344           Employee cost         8 671 154         7881 425           Fines and penalties         82 848         124 173           Operating lease expenses         1 401 048         939 266           Research         1 213 099         200 000           Internal audit fee         30 2548         756 424           Telephone, printing and stationery         1 107 634         756 424           Travel         288 9807         2 450 546           Workshops, conferences and treatment         5 63 6369         5 609 182           44. Cash (used in) generated from operations           5 Lylus/(Deficit)         (3 616 250)         (1 247 694)           4 Lylus fuerting lease and accruals         689 647         227 782           5 Lylus/(Deficit)         689 647         227 782           Finance consens in operating lease and accruals	13. Programme Expenditure		
Amortisation of intangible assets         138 388         68 438           Auditors remuneration         204 374         269 290           Bad debt         1031 872         886 188           Consulting fees         1795 802         1570 633           Impairment of asset         33 951         647           Depreciation         551 259         159 344           Employee cost         8 671 154         7881 425           Fines and penalties         82 848         124 173           Operating lease expenses         1 401 048         939 266           Research         1 213 099         200 000           Internal audit fee         30 2548         756 424           Telephone, printing and stationery         1 107 634         756 424           Travel         288 9807         2 450 546           Workshops, conferences and treatment         5 63 6369         5 609 182           44. Cash (used in) generated from operations           5 Lylus/(Deficit)         (3 616 250)         (1 247 694)           4 Lylus fuerting lease and accruals         689 647         227 782           5 Lylus/(Deficit)         689 647         227 782           Finance consens in operating lease and accruals	Marketing expenses	4 047 173	3 678 002
Bad debt         1031 872         886 188           Consulting fees         1795 802         1570 633           Impairment of asset         33 951         647           Depreciation         551 259         159 344           Employee cost         8671 154         7 881 425           Fines and penalties         28 2848         124 173           Operating lease expenses         1 401 048         393 266           Research         1 213 099         200 000           Internal audit fee         302 548			
Consulting fees         1 795 802         1 570 633           Impairment of asset         33 951         647           Depreciation         51 259         159 344           Employee cost         8 671 154         7 881 425           Fines and penalties         8 28 48         124 173           Operating lease expenses         1 401 048         393 266           Research         1 213 099         200 000           Internal audit fee         302 548         -           Telephone, printing and stationery         1 107 634         756 424           Travel         2899 807         2 450 546           Workshops, conferences and treatment         5 636 369         5 609 182           Telephone, printing and stationery         1 07 362         24 593 558           Telephone, printing and stationery         2 809 807         2 450 546           Workshops, conferences and treatment         5 636 369         5 609 182           Telephone, printing and stationery         1 107 362         24 593 558           Telephone, printing and stationery         2 809 807         2 450 546           Workshops, conferences and treatment         8 69 647         2 27 782           Telephone, printing and stat			
Impairment of asset         33 951         647           Depreciation         551 259         159 344           Employee cost         8671 154         7 881 425           Fines and penalties         82 848         124 173           Operating lease expenses         1 401 048         939 266           Research         1 213 099         200 000           Internal audit fee         302 548         -           Telephone, printing and stationery         1 107 634         756 424           Tavel         2 889 807         2450 546           Workshops, conferences and treatment         29 107 326         24 593 558           44. Cash (used in) generated from operations           Userplus/(Deficit)         (3 616 250)         (1 247 694)           Adjustments for:           Surplus/(Deficit)         (3 616 250)         (2 27 782)           Finance income         (205 562)         (309 077)           Impairment loss         33 951         647           Movements in operating lease and accruals         77 038         (59 440)           Movements in provisions         33 371         84 869           Movement in Landlord contribution         34 6 586         (18 90)           Financ			
Depreciation         551 259         159 344           Employee cost         8 671 154         7 881 425           Fines and penalties         82 848         124 173           Operating lease expenses         1 401 048         939 266           Research         1 213 099         200 000           Internal audit fee         302 548         -           Telephone, printing and stationery         1 107 634         756 424           Travel         2 889 807         2 450 546           Workshops, conferences and treatment         5 636 369         5 609 182           44. Cash (used in) generated from operations           44. Cash (used in) generated from operations           5. Cash (used in) generated from operations           5. Cash (used in) generated from operations           44. Cash (used in) generated from operations           5. Cash (used in) generated from operations           6. Cash (used in) generated from			
Employee cost         8 671 154         7 881 425           Fines and penalties         82 848         124 173           Operating lease expenses         1 401 048         93 266           Research         1 213 099         200 000           Internal audit fee         302 548         -           Telephone, printing and stationery         1 107 634         756 426           Travel         288 987         2 450 546           Workshops, conferences and treatment         5 636 369         5 609 182           14. Cash (used in) generated from operations           14. Cash (used in) generated from operations           15. San (used in) generated from operations           16. Cash (used in) generated from operations           18. San (used in) generated from operation			
Operating lease expenses         1 401 048         939 266           Research         1 213 099         200 000           Internal audit fee         302 548         -           Telephone, printing and stationery         1 107 634         756 424           Travel         2 889 807         2 450 546           Workshops, conferences and treatment         5 636 369         5 609 182           29 107 326         24 593 558           14. Cash (used in) generated from operations           Surplus/(Deficit)         (3 616 250)         (1 247 694)           Adjustments for:           Depreciation and amortisation         689 647         227 782           Finance income         (205 562)         (309 077)           Impairment loss         33 951         647           Movements in operating lease and accruals         77 038         (59 440)           Movement in Landlord contribution         333 712         84 869           Movement in Landlord contribution         346 586         (18 900)           Finance cost         (1 084 016)         1 315 811           Prepayments         (1 084 016)         1 315 811           Prepayments         (1 085 016)         1 315 811 <td< td=""><td></td><td></td><td></td></td<>			
Research         1 213 099         200 000           Internal audit fee         302 548         -           Telephone, printing and stationery         1 107 634         756 424           Travel         2 889 807         2 450 546           Workshops, conferences and treatment         5 636 369         5 609 182           29 107 326         24 593 558           14. Cash (used in) generated from operations           29 107 326         24 593 558           14. Cash (used in) generated from operations           29 107 326         24 593 558           14. Cash (used in) generated from operations           Surplus/(Deficit)         (3 616 250)         (1 247 694)           Adjustments for:           Depreciation and amortisation         689 647         227 782           Finance income         (205 562)         (309 077)           Impairment loss         33 3951         647           Movements in operating lease and accruals         77 038         (59 440)           Movements in provisions         333 712         84 869           Movement in Landlord contribution         346 586         (18 900)           Finance cost         95 272			
Internal audit fee         302 548         -           Telephone, printing and stationery         1 107 634         756 424           Travel         2 889 807         2 450 546           Workshops, conferences and treatment         5 636 369         5 609 182           4. Cash (used in) generated from operations           5urplus/(Deficit)         (3 616 250)         (1 247 694)           Adjustments for:           Depreciation and amortisation         689 647         227 782           Finance income         (205 562)         (309 077)           Impairment loss         33 951         647           Movements in operating lease and accruals         77 038         (59 440)           Movement in Landlord contribution         346 586         (18 900)           Finance cost         95 272         -           Changes in working capital:         (1 084 016)         1 315 811           Prepayments         (15 520)         -           Payables         969 571         513 854			
Telephone, printing and stationery         1 107 634         756 424           Travel         2 889 807         2 450 546           Workshops, conferences and treatment         5 636 369         5 609 182           29 107 326         24 593 558           14. Cash (used in) generated from operations           Surplus/(Deficit)         (3 616 250)         (1 247 694)           Adjustments for:           Depreciation and amortisation         689 647         227 782           Finance income         (205 562)         (309 077)           Impairment loss         33 951         647           Movements in operating lease and accruals         77 038         (59 440)           Movements in provisions         333 712         84 869           Movement in Landlord contribution         346 586         (18 900)           Finance cost         95 272         -           Changes in working capital:         (1084 016)         1 315 811           Prepayments         (10 520)         -           Payables         969 571         513 854			200 000
Travel         2 889 807         2 450 546           Workshops, conferences and treatment         5 636 369         5 609 182           29 107 326         24 593 558           14. Cash (used in) generated from operations           Surplus/(Deficit)         (3 616 250)         (1 247 694)           Adjustments for:           Depreciation and amortisation         689 647         227 782           Finance income         (205 562)         (309 077)           Impairment loss         33 951         647           Movements in operating lease and accruals         77 038         (59 440)           Movement in Landlord contribution         346 586         (18 900)           Finance cost         95 272         -           Changes in working capital:         (1 084 016)         1 315 811           Prepayments         (15 520)         -           Payables         969 571         513 854			756 424
44. Cash (used in) generated from operations         Surplus/(Deficit)       (3 616 250)       (1 247 694)         Adjustments for:         Depreciation and amortisation       689 647       227 782         Finance income       (205 562)       (309 077)         Impairment loss       33 951       647         Movements in operating lease and accruals       77 038       (59 440)         Movements in provisions       333 712       84 869         Movement in Landlord contribution       346 586       (18 900)         Finance cost       95 272       -         Changes in working capital:       (1 084 016)       1 315 811         Prepayments       (15 520)       -         Payables       969 571       513 854			
14. Cash (used in) generated from operations         Surplus/(Deficit)       (3 616 250)       (1 247 694)         Adjustments for:         Depreciation and amortisation       689 647       227 782         Finance income       (205 562)       (309 077)         Impairment loss       33 951       647         Movements in operating lease and accruals       77 038       (59 440)         Movements in provisions       333 712       84 869         Movement in Landlord contribution       346 586       (18 900)         Finance cost       95 272       -         Changes in working capital:       (1084 016)       1 315 811         Prepayments       (10 520)       -         Payables       969 571       513 854	Workshops, conferences and treatment	5 636 369	5 609 182
Surplus/(Deficit)       (3 616 250)       (1 247 694)         Adjustments for:       Depreciation and amortisation       689 647       227 782         Finance income       (205 562)       (309 077)         Impairment loss       33 951       647         Movements in operating lease and accruals       77 038       (59 440)         Movements in provisions       333 712       84 869         Movement in Landlord contribution       346 586       (18 900)         Finance cost       95 272       -         Changes in working capital:       (1 084 016)       1 315 811         Prepayments       (15 520)       -         Payables       969 571       513 854		29 107 326	24 593 558
Adjustments for:         Depreciation and amortisation       689 647       227 782         Finance income       (205 562)       (309 077)         Impairment loss       33 951       647         Movements in operating lease and accruals       77 038       (59 440)         Movements in provisions       333 712       84 869         Movement in Landlord contribution       346 586       (18 900)         Finance cost       95 272       -         Changes in working capital:       (1 084 016)       1 315 811         Prepayments       (15 520)       -         Payables       969 571       513 854	14. Cash (used in) generated from operations		
Depreciation and amortisation       689 647       227 782         Finance income       (205 562)       (309 077)         Impairment loss       33 951       647         Movements in operating lease and accruals       77 038       (59 440)         Movements in provisions       333 712       84 869         Movement in Landlord contribution       346 586       (18 900)         Finance cost       95 272       -         Changes in working capital:       (1 084 016)       1 315 811         Prepayments       (15 520)       -         Payables       969 571       513 854		(3 616 250)	(1 247 694)
Finance income       (205 562)       (309 077)         Impairment loss       33 951       647         Movements in operating lease and accruals       77 038       (59 440)         Movements in provisions       333 712       84 869         Movement in Landlord contribution       346 586       (18 900)         Finance cost       95 272       -         Changes in working capital:       (1 084 016)       1 315 811         Prepayments       (15 520)       -         Payables       969 571       513 854		689 647	227 782
Impairment loss       33 951       647         Movements in operating lease and accruals       77 038       (59 440)         Movements in provisions       333 712       84 869         Movement in Landlord contribution       346 586       (18 900)         Finance cost       95 272       -         Changes in working capital:       (1 084 016)       1 315 811         Prepayments       (15 520)       -         Payables       969 571       513 854			
Movements in provisions       333 712       84 869         Movement in Landlord contribution       346 586       (18 900)         Finance cost       95 272       -         Changes in working capital:       (1 084 016)       1 315 811         Prepayments       (15 520)       -         Payables       969 571       513 854	Impairment loss		
Movement in Landlord contribution       346 586 (18 900)         Finance cost       95 272 -         Changes in working capital:         Other receivables       (1 084 016) 1 315 811         Prepayments       (15 520) -         Payables       969 571 513 854			
Finance cost       95 272       -         Changes in working capital:       (1 084 016)       1 315 811         Other receivables       (1 084 016)       1 315 811         Prepayments       (15 520)       -         Payables       969 571       513 854			
Changes in working capital:         Other receivables       (1 084 016)       1 315 811         Prepayments       (15 520)       -         Payables       969 571       513 854			(18 900)
Other receivables       (1 084 016)       1 315 811         Prepayments       (15 520)       -         Payables       969 571       513 854		,52/2	
Payables 969 571 513 854	Other receivables		1 315 811
(2 375 571) 507 852	Payables		
		(2 375 571)	507 852



(Registration number 2004/012448/08) Annual Financial Statements for the year ended 31 March 2018

## **Notes to the Annual Financial Statements**

2018	2017
R	R

#### 15. Commitments

#### Operating leases - as lessee (expense) Minimum

## lease payments due

- within one year 1 234 359 710 658 - in second to fifth year inclusive 4 000 285 920 567

5 234 644 1 631 225

Operating lease payments represent rentals payable by the company for its premises. Leases are negotiated for an average term of five years. No contingent rent is payable.

## 16. Related parties

Relationships

Members of Key Management Board of Directors S M Maja J F Nalane D T Marasha T E Ngobese

S Simelane-Quntana Z

Samuels B F Loonat D T Khanyile

## Related parties additional disclosure

#### Related party balances

B. Fatima-Loonat, is also a director in the following entity which is a related party of the South African Responsible Gambling Foundation NPC.

#### Contribution received from

Betting World 354 039



(Registration number 2004/012448/08) Annual Financial Statements for the year ended 31 March 2018

## Notes to the Annual Financial Statements

2018	2017
R	R

#### 17. Directors' remuneration

#### Executive

2018

	Emoluments	Bonus received	Travel allowance	Other benefits	Directors' fees	Committees fees	Total
SM Simelane-Quntana	904 099	75 342	94 384	116 467			1 190 292
JF Nalane					97 500		97 500
TD Khanyile	-	-	-	-	-	20 000	20 000
	904 099	75 342	94 384	116 467	97 500	20 000	1 307 792

#### 2017

	Emoluments	Stipend	Pension paid or receivable	Total
SM Simelane-Quntana	968 670		65 154	1 033 824
JF Nalane		60 000		60 000
	968 670	60 000	65 154	1 093 824

#### 18. Contingencies

The foundation has signed a letter of guarantee with the office lease Landlord, Growthpoint Properties, for an amount of R149 000. This amount will be claimed by Growthpoint Properties in the event that SARGF fails to meet its lease obligations as stated in the lease agreement.

## 19. Going concern

The annual financial statements have been prepared on the basis of accounting policies applicable to a going concern. This basis presumes that funds will be available to finance future operations and that the realisation of assets and settlement of liabilities, contingent obligations and commitments will occur in the ordinary course of business.

## 20. Events after the reporting period

The directors are not aware of any material event which occurred after the reporting date and up to the date of this report.



## **Detailed Income Statement**

	Note(s)	2018 R	2017 R
Contributions			
Contribution		25 380 786	23 036 787
Other income			
Finance income	12	205 562	309 077
Expenses (Refer to page 20)		(29 107 326)	(24 593 558)
Operating loss Finance costs		(3 520 978) (95 272)	(1 247 694)
Surplus/(deficit) for the year		(3 616 250)	(1 247 694)



# **Supplementary Information**

## Responsible Gambling Programme Expenditure

Auditors remuneration         204 374         269 297           Bad debt         1031872         886 188           Depreciation         551 259         318 386           Accounting fees         -         118 942           Legal fees         62 325         -           Employee cost         36 82 300         2968 828           Penalties and interest         28 48         124 173           Prioting and stationary         29 48 828           Prioting and stationary         29 48 828           Prioting and stationary         29 48 828           Prioting and stationary         29 49 82           Prioting and stationary         29 49 82           Presided and mitterast         28 48         124 173           Professional fees         179 5802         1510 633           Assets-7000         97 680         21 041           Repairs and maintenance         65 000         648 600           Travel and subsistence         65 000         648 600           Catering expenses         140 963         81 815           Cleaning         30 50         22 30           Insurance         45 45 15         174 290           Insurance         15 50 25         25 25		2018	2017
Bad debt         1031 872         886 188           Depreciation         551 259         159 344           Accounting fees         118 942           Amortization         3388         68 438           Legal fees         62 325         62 285           Employee cost         368 300         2968 828           Penalties and interest         368 300         2968 828           Penalties and interest         23 483         124 173           Printing and stationary         294 36         373 811           Professional fees         1795 800         1510 633           Assests 7000         97 600         10 141           Repairs and maintenance         32 493         410 547           Travel and subsistence         65 000         648 600           Bank charges         40 525         20 900           Clearing expenses         140 963         81 815           Treate and subsistence         60 021         98 211           Lease rental on operating lease         426 415         174 290           Insurance         426 415         174 290           Lease rental on operating lease         426 415         12 29 20           Post gas and courier         43 559         72 764	Auditors remuneration	204 374	269 290
Depreciation         551 259         159 344           Accounting fees         118 948         68 438           Amortization         138 388         68 438           Legal fees         62 255         -           Employee cost         3682 300         2968 828           Penalties and interest         82 848         124 173           Prioting and stationary         294 396         373 811           Professional fees         179 680         21 041           Repairs and maintenance         32 493         410 547           Travel and subsistence         65 0000         648 600           Bank charges         40 525         20 900           Clearing expenses         140 547         174 290           Clearing expenses         40 525         20 900           Catering expenses         40 525         20 900           Clearing expenses         40 545         174 290           Insurance         60 212         98 211           Lease rental on operating lease         140 148         393 266           Postage and courier         243 559         72 764           Leave expense         13 375         27 72           Telephone and fax         23 25         20 </td <td></td> <td></td> <td></td>			
Accounting fees         118 942           Amortization         138 388         68 438           Employee cost         368 20         2 68 828           Employee cost         368 20         2 968 828           Penalties and interest         82 848         124 173           Printing and stationary         293 68         378 181           Professional fees         1795 802         1510 633           Assets 7000         97 680         1510 633           Assets 7000         97 680         21 041           Repairs and maintenance         32 493         410 547           Travel and subsistence         650 000         648 600           Bank charges         40 525         20 900           Catering expenses         140 963         81 815           Cleaning         35 307         29 230           If expenses         426 415         174 290           Insurance         42 615         174 290           Insurance         42 615         174 290           Insurance         42 615         174 290           Insurance         42 315         22 576           Insurance         42 35 5         29 20           Insurance         42 35 5			
Amortization         138 38         64 38           Legal fees         62 325         1           Employee cost         3682 300         2 968 828           Penal ties and interest         3682 300         2 968 828           Penal ties and interest         294 396         373 811           Prioting and stationary         379 600         21 041           Repairs and maintenance         37 801         416 547           Travel and subsistence         65 000         648 600           Bank charges         40 525         20 90           Catering expenses         40 963         38 1815           Insurance         60 212         98 211           Lease rental on operating lease         30 30 37         27 52           Postage and courier         43 559         72 764           Removal cost         31 30 37         22 536 <td></td> <td></td> <td></td>			
Employee cost         3682 300         2 948 828           Penalties and interest         82 848         124 173           Printing and stationary         294 395         37 38 11           Professional fees         1795 802         1510 633           Assets<7000	· ·	138 388	
Penalties and interest         28.48l         124.178           Printing and stationary         294.396         37.381           Professional fees         1795.802         1510.633           Assets 7000         97.680         21.041           Repairs and maintenance         32.93         410.547           Travel and subsistence         650.000         648.600           Bank charges         40.963         81.815           Cleaning         35.037         29.230           Texpenses         140.963         81.815           Insurance         60.212         98.211           Insurance         140.40         98.266           Postage and courier         243.559         72.764           Removal Cost         23.316         22.579           Lease rental on operating lease         113.952         16.47           Removal Cost         23.316         22.579           Leave Expense         113.952         16.47           Removal Cost	Legal fees	62 325	
Printing and stationary         294 396         373 811           Professional fees         1795 802         151 633           Assets<7000	Employee cost	3 682 300	2 968 828
Professional fees         1795 802         1510 633           Assets 7000         97 680         21 041           Assets 7000         97 680         21 041           Repairs and maintenance         32 930         410 547           Travel and subsistence         650 000         648 600           Bank charges         40 963         81 815           Cleaning         35 037         29 230           I'expenses         426 157         174 290           Insurance         60 212         98 211           Insurance         243 559         72 764           Insurance         243 559         72 764           Insurance         243 559         72 764           Insurance         48 321         25 77           Insurance         243 559         72 764           Insurance         48 321         25 77           Insurance         48 321         25 77           Insurance         48 321         28 25 78	Penalties and interest	82 848	124 173
Assets<7000	Printing and stationary	294 396	373 811
Repairs and maintenance         32 493         410 547           Travel and subsistence         550 000         648 600           Bank charges         140 963         81 815           Clearing expenses         140 963         81 815           Cleaning         35 3037         29 230           Ir expenses         426 415         174 290           Insurance         60 212         982 11           Lease rental on operating lease         140 104         893 266           Postage and courier         243 559         72 764           Impairment of assets         33 3951         647           Removal cost         23 316         22 579           Leave expense         113 752         -           Leave pense and fax         23 316         22 579           Leave expense         113 752         -           Case anangement         46 021         139 383           Conferences and workshops         21 34         291 538           Family programme         2 13 768         231 429           Group sessions         21 31 42         221 705           Fault treatment         2 32 061         30 45 58           Salaries         23 10         30 45 58	Professional fees	1 795 802	1 510 633
Travel and subsistence         650 000         648 600           Bank charges         40 525         20 900           Catering expenses         140 963         81 815           Cleaning         35 037         29 230           IT expenses         426 415         174 290           Insurance         60 212         98 211           Lease rental on operating lease         1401 048         939 266           Postage and courier         243 559         72 764           Removal cost         23 316         22 579           Leave expense         13 3752         7-2           Leave expense         13 3752         7-2           Telephone and fax         498 342         382 613           Treatment and Counselling         498 342         382 613           Case management         46 021         139 383           Conjerences and workshops         121 342         291 538           Family programme         2 13 26         78 132           Family programme         2 13 26         78 132           Coutpatient treatment         213 26         30 45 35           Outpatient treatment         2 13 0 318         2 221 705           Travel         21 20 51         30 45 35	Assets<7000	97 680	21 041
Bank charges         40 525         20 900           Catering expenses         140 963         38 18 15           Cleaning         35 037         29 230           IT expenses         426 415         174 290           Insurance         60 212         98 211           Lease rental on operating lease         140 1048         939 266           Postage and courier         243 3559         72 764           Impairment of assets         33 951         627           Kemoval cost         23 316         22 579           Leave expense         113 752         -           Telephone and fax         498 342         382 613           Treatment and Counselling         -         -           Case amanagement         46 021         139 383           Conferences and workshops         121 342         291 538           Family programme         -         199 432           Group sessions         -         199 432           Group sessions         -         18 132           Impatient treatment         2 13 768         231 429           Outpatient treatment         2 13 768         231 429           Outpatient treatment         2 13 00         50 00	Repairs and maintenance	32 493	410 547
Catering expenses         140 963         81 815           Cleaning         35 037         29 230           IT expenses         426 415         174 290           Insurance         60 212         98 211           Lease rental on operating lease         140 1048         939 266           Ostage and courier         243 3559         72.764           Impairment of assets         33 951         647           Removal cost         23 316         22 579           Leave expense         113 752         -           Telephone and fax         498 342         382 613           Treatment and Counselling         -         -           Case management         46 021         139 383           Conjerences and workshops         121 342         291 538           Samily programme         -         19 432           Group sessions         -         19 432           Impairent treatment         21 32 76         28 20 618           Outpatient treatment         28 20 618         304 538           Salaries         23 10 31         22 21 705           Travel         21 20 20         20           Marketing, Communications and Stakeholders Management         -         18 72 55	Travel and subsistence	650 000	648 600
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IT expenses         426 415         174 290           Insurance         60 212         98 211           Lease rental on operating lease         1401 048         939 266           Postage and courier         243 559         72 764           Impairment of assets         33 951         647           Removal cost         23 316         22 579           Leave expense         113 752         -           Telephone and fax         498 342         382 613           Treatment and Counselling         -         -           Case management         46 021         139 383           Conferences and workshops         121 342         291 538           Family programme         2         78 132           Group sessions         121 376         291 538           Family programme         213 768         231 429           Outpatient treatment         282 618         301 429           Outpatient treatment         282 618         301 429           Salaries         2310 318         2221 705           Travel         210 000         50 000           Marketing, Communications and Stakeholders Management         1 925 755         3753 589           Collateral production         212 1418 <td>Catering expenses</td> <td>140 963</td> <td>81 815</td>	Catering expenses	140 963	81 815
Insurance         60 212         98 211           Lease rental on operating lease         1 401 048         939 266           Postage and courier         243 555         72 764           Impairment of assets         33 951         647           Removal cost         23 316         22 579           Leave expense         113 752         -           Telephone and fax         498 342         382 613           Teatment and Counselling         -         -           Case management         46 021         139 383           Conferences and workshops         121 342         291 538           Family programme         -         19 432           Group sessions         21 3768         231 429           Outpatient treatment         213 768         231 429           Outpatient treatment         213 768         231 429           Updatient treatment         2 80 618         3 04 538           Salaries         2310 318         2221 705           Travel         2         18 728           Advertisement and Public Relations         1 92 575         3 753 589           Collateral production         2 121 418         247 132           Salaries and consultants         1 21 4345	Cleaning	35 037	29 230
Lease rental on operating lease         1 401 048         939 266           Postage and courier         243 559         72 764           Impairment of assets         33 951         647           Removal cost         23 316         22 579           Leave expense         113 752         -           Telephone and fax         498 342         382 613           Treatment and Counselling         -         -           Case management         46 021         139 383           Conferences and workshops         121 342         291 538           Samily programme         -         199 432           Group sessions         -         78 132           Impatient treatment         213 768         231 429           Outpatient treatment         213 768         231 429           Outpatient treatment         2820 618         300 4538           Salaries         2310 318         2221 705           Tavel         210 000         50 000           Marketing, Communications and Stakeholders Management         1         25 75         3753 589           Public awareness campaign         1         25 75         3753 589           Collateral production         2121 434         1193 255	IT expenses		
Postage and courier         243 559         72 764           Impairment of assets         33 951         647           Removal cost         23 316         22 579           Leave expense         113 752         -           Telephone and fax         498 342         382 613           Treatment and Counselling         -         46 021         139 383           Case management         46 021         139 383           Conferences and workshops         121 342         291 538           Family programme         -         78 132           Group sessions         -         78 132           Impatient treatment         213 768         231 429           Outpatient treatment         2820 618         3004 538           Salaries         2310 318         2221 705           Travel         210 000         50 000           Marketing, Communications and Stakeholders Management         -         -         188 728           Advertisement and Public Relations         1 925 755         375 589           Collateral production         2121 418         247 132           Salaries and consultants         1 214 345         1193 259           Travel         908 995         987 946	Insurance	60 212	98 211
Impairment of assets         33 951         647           Removal cost         23 316         22 579           Leave expense         113 752         -           Telephone and fax         498 342         382 613           Treatment and Counselling         -         -           Case management         46 021         139 383           Conferences and workshops         121 342         291 538           Family programme         -         199 432           Group sessions         -         78 132           Impatient treatment         213 768         23 14 29           Outpatient treatment         2820 618         3 004 538           Salaries         2310 318         2 221 705           Travel         210 000         50 000           Marketing, Communications and Stakeholders Management         -         -           Public awareness campaign         -         -         -           Advertisement and Public Relations         1 925 755         375 589           Collateral production         2 121 418         247 132           Salaries and consultants         1 214 345         1193 259           Travel         98 995         987 946           Training and Prevention			
Removal cost         23 316         22 579           Leave expense         113 752         -           Telephone and fax         498 342         382 613           Treatment and Counselling         -         -           Case management         46 021         139 383           Conferences and workshops         121 342         291 538           Family programme         -         199 432           Group sessions         -         78 132           Impatient treatment         213 768         231 429           Outpatient treatment         213 768         231 429           Salaries         2310 318         221 705           Travel         210 000         50 000           Marketing, Communications and Stakeholders Management         -         -           Public awareness campaign         -         -           Advertisement and Public Relations         1 925 755         375 589           Collateral production         1 925 755         375 589           Salaries and consultants         1 925 755         375 589           Travel         908 995         987 946           Travel         908 995         987 946           Travel         1 13 91         2 66 129			
Leave expense         113 752         -           Telephone and fax         498 342         382 613           Treatment and Counselling         -         -           Case management         46 021         139 383           Conferences and workshops         121 342         291 538           Family programme         -         199 432           Group sessions         -         78 132           Impatient treatment         213 768         231 429           Outpatient treatment         2820 618         3004 538           Salaries         2310 318         2221 705           Travel         210 000         50 000           Marketing, Communications and Stakeholders Management         -         188 728           Advertisement and Public Relations         1 925 755         3 753 589           Collateral production         2 121 418         247 132           Salaries and consultants         1 214 345         1193 259           Travel         908 995         987 946           Training and Prevention         -         -           National schools-Taking risk wisely         654 775         266 129           salaries         1 1464 191         1 394 468           Travel         <			
Telephone and fax         498 342         382 613           Treatment and Counselling         -         -           Case management         4 6021         139 383           Conferences and workshops         121 342         291 538           Family programme         1 21 342         291 538           Group sessions         -         199 432           Impatient treatment         213 768         231 429           Outpatient treatment         2 820 618         3 04 538           Salaries         2 310 318         2 221 705           Travel         210 000         50 000           Marketing, Communications and Stakeholders Management         -         -           Public awareness campaign         -         1 88 728           Advertisement and Public Relations         1 925 755         3 753 589           Collateral production         2 121 418         247 132           Salaries and consultants         1 214 345         1193 259           Travel         908 995         987 946           Training and Prevention         -         -           National schools-Taking risk wisely         654 775         266 129           salaries         1 113 812         764 000           Travel			22 579
Treatment and Counselling         - <td></td> <td></td> <td>-</td>			-
Case management         46 021         139 383           Conferences and workshops         121 342         291 538           Family programme         -         199 432           Group sessions         -         78 132           Impatient treatment         213 768         231 429           Outpatient treatment         2 820 618         3 004 538           Salaries         2 310 318         2 221 705           Travel         210 000         50 000           Marketing, Communications and Stakeholders Management         -         -           Public awareness campaign         -         188 728           Advertisement and Public Relations         1 925 755         3 753 589           Collateral production         2 121 418         247 132           Salaries and consultants         1 214 345         1 193 259           Travel         908 995         987 946           Training and Prevention         -         -           National schools-Taking risk wisely         654 775         266 129           salaries         1 113 812         764 000           Travel         1 113 812         764 000           Training-Independent Contractors         1 128 012         -           Researc		498 342	382 613
Conferences and workshops         121 342         291 538           Family programme         -         199 432           Group sessions         -         78 132           Impatient treatment         213 768         231 429           Outpatient treatment         2 820 618         3 04 538           Salaries         2 310 318         2 221 705           Travel         210 000         50 000           Marketing, Communications and Stakeholders Management         -         -           Public awareness campaign         1 925 755         3 753 589           Advertisement and Public Relations         1 925 755         3 753 589           Collateral production         2 121 418         247 132           Salaries and consultants         1 214 345         1 193 259           Travel         908 995         987 946           Taining and Prevention         -         -           National schools-Taking risk wisely         654 775         266 129           salaries         1 464 191         1 394 468           Travel         1 113 812         764 000           Training-Independent Contractors         1 1128 012         -           Research Programme         -         -         - <t< td=""><td></td><td>-</td><td>-</td></t<>		-	-
Family programme         -         199 432           Group sessions         -         78 132           Impatient treatment         213 768         231 429           Outpatient treatment         2 820 618         3 004 538           Salaries         2 310 318         2 221 705           Travel         210 000         50 000           Marketing, Communications and Stakeholders Management         -         -           Public awareness campaign         -         188 728           Advertisement and Public Relations         1 925 755         3 753 589           Collateral production         2 121 418         247 132           Salaries and consultants         1 214 345         1 193 259           Travel         908 995         987 946           Training and Prevention         -         -           National schools-Taking risk wisely         654 775         266 129           salaries         1 464 191         1 394 468           Travel         1 113 812         764 000           Training-Independent Contractors         1 113 812         764 000           Training-Independent Contractors         1 128 012         -           Research Programme         -         -         - <t< td=""><td></td><td></td><td></td></t<>			
Group sessions         -         78 132           Impatient treatment         213 768         231 429           Outpatient treatment         2 820 618         3 004 538           Salaries         2 310 318         2 221 705           Travel         210 000         50 000           Marketing, Communications and Stakeholders Management         -         -           Public awareness campaign         -         188 728           Advertisement and Public Relations         1 925 755         3 753 589           Collateral production         2 121 418         247 132           Salaries and consultants         1 214 345         1 193 259           Travel         908 995         987 946           Training and Prevention         -         -           National schools-Taking risk wisely         654 775         266 129           salaries         1 464 191         1 394 468           Travel         1 113 812         764 000           Training-Independent Contractors         1 128 012         -           Research Programme         -         -           Research - Socio-Economic impact of gambling         200 000	•	121 342	
Impatient treatment         213 768         231 429           Outpatient treatment         2820 618         3 004 538           Salaries         2310 318         2 221 705           Travel         210 000         50 000           Marketing, Communications and Stakeholders Management         -         -           Public awareness campaign         -         188 728           Advertisement and Public Relations         1 925 755         3 753 589           Collateral production         2 121 418         247 132           Salaries and consultants         1 214 345         1 193 259           Travel         908 995         987 946           Training and Prevention         -         -           National schools-Taking risk wisely         654 775         266 129           salaries         1 464 191         1 394 468           Travel         1 113 812         764 000           Training-Independent Contractors         1 128 012         -           Research Programme         -         -           Research - Socio-Economic impact of gambling         1 213 099         200 000			
Outpatient treatment         2 820 618         3 004 538           Salaries         2 310 318         2 221 705           Travel         210 000         50 000           Marketing, Communications and Stakeholders Management         -         -           Public awareness campaign         -         188 728           Advertisement and Public Relations         1 925 755         3 753 589           Collateral production         2 121 418         247 132           Salaries and consultants         1 214 345         1 193 259           Travel         908 995         987 946           Training and Prevention         -         -           National schools-Taking risk wisely         654 775         266 129           salaries         1 464 191         1 394 468           Travel         1113 812         764 000           Training-Independent Contractors         1128 012         -           Research Programme         -         -           Research - Socio-Economic impact of gambling         200 000	·		
Salaries         2 310 318         2 221 705           Travel         210 000         50 000           Marketing, Communications and Stakeholders Management         -         -           Public awareness campaign         -         188 728           Advertisement and Public Relations         1 925 755         3 753 589           Collateral production         2 121 418         247 132           Salaries and consultants         1 214 345         1 193 259           Travel         908 995         987 946           Training and Prevention         -         -           National schools-Taking risk wisely         654 775         266 129           salaries         1 464 191         1 394 468           Travel         1 113 812         764 000           Training-Independent Contractors         1 128 012         -           Research Programme         -         -           Research Socio-Economic impact of gambling         1 213 099         200 000			
Travel         210 000         50 000           Marketing, Communications and Stakeholders Management         -         -           Public awareness campaign         -         188 728           Advertisement and Public Relations         1 925 755         3 753 589           Collateral production         2 121 418         247 132           Salaries and consultants         1 214 345         1 193 259           Travel         908 995         987 946           Training and Prevention         -         -           National schools-Taking risk wisely         654 775         266 129           salaries         1 464 191         1 394 468           Travel         1 113 812         764 000           Training-Independent Contractors         1 128 012         -           Research Programme         -         -           Research Socio-Economic impact of gambling         1 213 099         200 000			
Marketing, Communications and Stakeholders Management         -			
Public awareness campaign       -       188 728         Advertisement and Public Relations       1 925 755       3 753 589         Collateral production       2 121 418       247 132         Salaries and consultants       1 214 345       1 193 259         Travel       908 995       987 946         Training and Prevention       -       -         National schools-Taking risk wisely       654 775       266 129         salaries       1 464 191       1 394 468         Travel       1 113 812       764 000         Training-Independent Contractors       1 128 012       -         Research Programme       -       -         Research - Socio-Economic impact of gambling       1 213 099       200 000		210 000	50 000
Advertisement and Public Relations       1 925 755       3 753 589         Collateral production       2 121 418       247 132         Salaries and consultants       1 214 345       1 193 259         Travel       908 995       987 946         Training and Prevention       -       -         National schools-Taking risk wisely       654 775       266 129         salaries       1 464 191       1 394 468         Travel       1 113 812       764 000         Training-Independent Contractors       1 128 012       -         Research Programme       -       -         Research - Socio-Economic impact of gambling       1 213 099       200 000			100 720
Collateral production       2 121 418       247 132         Salaries and consultants       1 214 345       1 193 259         Travel       908 995       987 946         Training and Prevention       -       -         National schools-Taking risk wisely       654 775       266 129         salaries       1 464 191       1 394 468         Travel       1 113 812       764 000         Training-Independent Contractors       1 128 012       -         Research Programme       -       -         Research - Socio-Economic impact of gambling       1 213 099       200 000	. 0	1 025 755	
Salaries and consultants       1 214 345       1 193 259         Travel       908 995       987 946         Training and Prevention       -       -         National schools-Taking risk wisely       654 775       266 129         salaries       1 464 191       1 394 468         Travel       1 113 812       764 000         Training-Independent Contractors       1 128 012       -         Research Programme       -       -         Research - Socio-Economic impact of gambling       1 213 099       200 000			
Travel         908 995         987 946           Training and Prevention         -         -           National schools-Taking risk wisely         654 775         266 129           salaries         1 464 191         1 394 468           Travel         1 113 812         764 000           Training-Independent Contractors         1 128 012         -           Research Programme         -         -           Research - Socio-Economic impact of gambling         1 213 099         200 000			
Training and Prevention			
National schools-Taking risk wisely       654 775       266 129         salaries       1 464 191       1 394 468         Travel       1 113 812       764 000         Training-Independent Contractors       1 128 012       -         Research Programme       -       -         Research - Socio-Economic impact of gambling       1 213 099       200 000		908 995	987 946
salaries       1 464 191       1 394 468         Travel       1 113 812       764 000         Training-Independent Contractors       1 128 012       -         Research Programme       -       -         Research - Socio-Economic impact of gambling       1 213 099       200 000		654775	266 120
Travel         1 113 812         764 000           Training-Independent Contractors         1 128 012         -           Research Programme         -         -           Research - Socio-Economic impact of gambling         1 213 099         200 000			
Training-Independent Contractors Research Programme Research - Socio-Economic impact of gambling  1 128 012			
Research Programme Research - Socio-Economic impact of gambling			704 000
Research - Socio-Economic impact of gambling 1 213 099 200 000		1 120 012	•
		1 213 099	200 000
		29 107 326	24 593 558

29 107 326 24 593 558



# **OUR 2017/2018 YEAR IN PICTURES**



