ANNUAL REPORT

INCLUDES FINANCIAL PERFOMANCE AND
ACTIVITIES OVER THE PRIOR FISCAL YEAR

22/23

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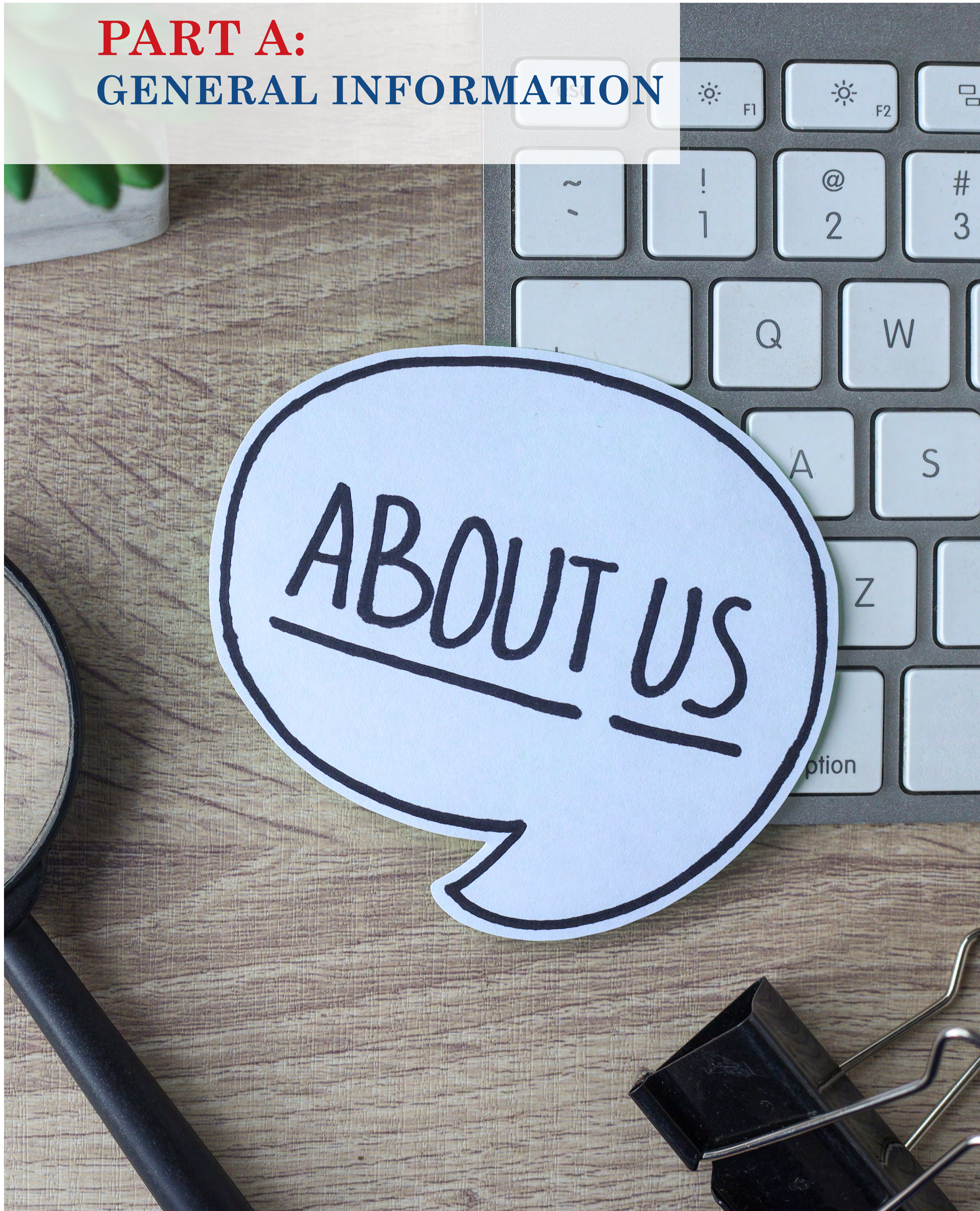
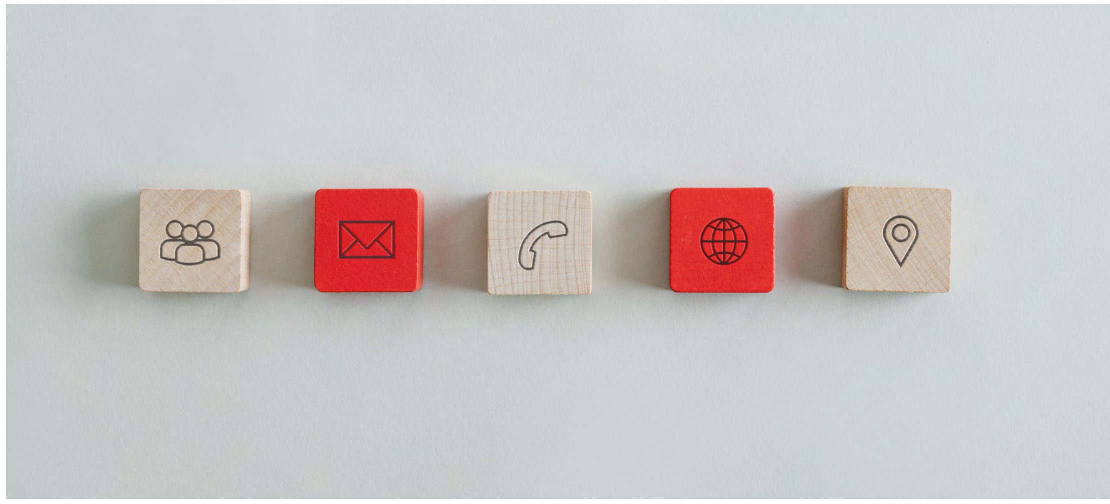
PART A:
GENERAL INFORMATION





GENERAL INFORMATION.

REGISTERED NAME: THE SOUTH AFRICAN RESPONSIBLE GAMBLING

- Registration Number: 2004/012448/08
- Physical Address: Sunnyside Office Park, Sentinel House, 2nd floor, 32 Princess of Wales Terrace, Parktown, Johannesburg, 2193
- Telephone Number: +27 (0) 11 026 7323
- Toll-Free Counselling Number: +27 (0) 800 006 008
- Industry Crisis and Support Number: +27 (0) 71 515 0420
- Email Address: info@responsiblegambling.org.za
- Training: training@responsiblegambling.org.za
- Website Address: www.responsiblegambling.org.za
- External Auditors: SNG-Grant Thornton
- Facebook: South African Responsible Gambling Foundation
- Twitter: @SARGFoundation
- Instagram: #southafricanresponsiblegamblingfoundation
- LinkedIn: South African Responsible Gambling Foundation
- WhatsApp Line: +27 (0) 76 675 0710

ABOUT US.

WHO WE ARE

THE SARGF

The South African Responsible Gambling Foundation (the Foundation) is a not-for-profit (NPC) organisation incorporated in terms of the Companies Act (Act no. 71 of 2008, as amended). The Foundation is funded by the South African gambling industry, consisting of casinos, betting, bingo, limited pay-out machines (LPMs), totalisators and bookmakers. The gambling industry's funding is curbed at 0.1% of its Gross Gambling Revenue (GGR) (i.e., money staked less money paid out in winnings). Through its flagship programme, the National Responsible Gambling Programme (NRGP), the Foundation provides free treatment and counselling to individuals negatively affected by gambling. It also offers public awareness programmes to advocate about the adverse consequences of disordered gambling on themselves and their loved ones. Over and above these programmes, the Foundation provides social interventions that offer counselling and support to vulnerable groups, i.e., children, teenagers, the elderly, and social grant recipients. In addition, our Treatment, Counselling and Social Services department is responsible for educating the industry about its social relations with regard to responsible gambling programmes.

OUR PRIMARY PURPOSE AND OBJECT:

To grow awareness of responsible gambling and to manage and minimise the potential harmful effects of disordered gambling.

OUR VISION

A responsible gambling environment through accessible programmes that manage and minimise the potential harmful effects of gambling in South Africa.

OUR MISSION

Our mission seeks to succinctly identify what the organisation does, why, and for whom – its strategic focus is in support of the public, industry, and regulators. In achieving its vision, the Foundation defines its mission as follows:

To grow awareness of responsible gambling and to ensure that the potential negative and harmful effects of gambling are managed and minimised through an integrated and well-managed programme of:
1) Disordered gambling prevention;
2) Integrated and comprehensive treatment and counselling;
3) Advocacy and stakeholder mobilisation; and
4) Research and knowledge application.

The above mission identifies the critical roles and functions of the Foundation as an implementing agent of both the regulators and industry as partners and with the general public, gambling patrons and those close to them as beneficiaries. This informs the role and functions of the Foundation, namely:

1) Prevention and Public Awareness
that advocates and collectively addresses exposure of vulnerable groups (children, teenagers, the elderly, and social grant recipients) to potential harmful effects of gambling behaviour. This includes creating awareness of early intervention.

2) Integrated and Comprehensive Treatment, Counselling, and Social Interventions
this ensures that free and confidential expert advice and assistance is available to disordered, addicted, and relapsed gamblers and affected family members.

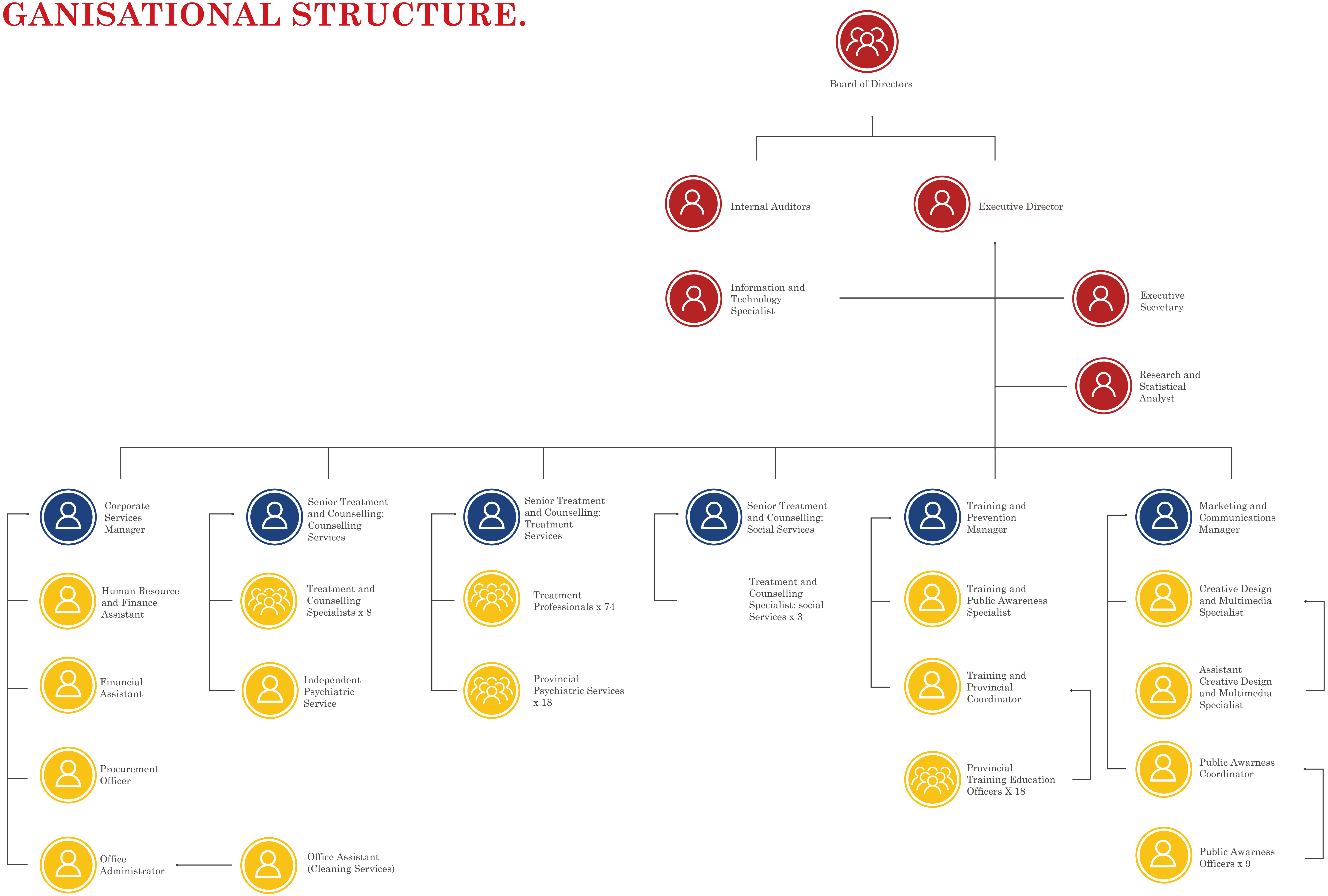
3) Industry Training and Mentorship
which provides ongoing education, training and development to gambling boards, the gambling industry, managers and employees, health care workers, and a range of other industry sectors on disordered gambling and related issues and how to identify, manage and refer disordered gamblers for professional intervention.

4) Research and Application
to increase the understanding of gambling trends, disordered gambling and the socio-economic impact of gambling in South Africa to provide appropriate interventions.

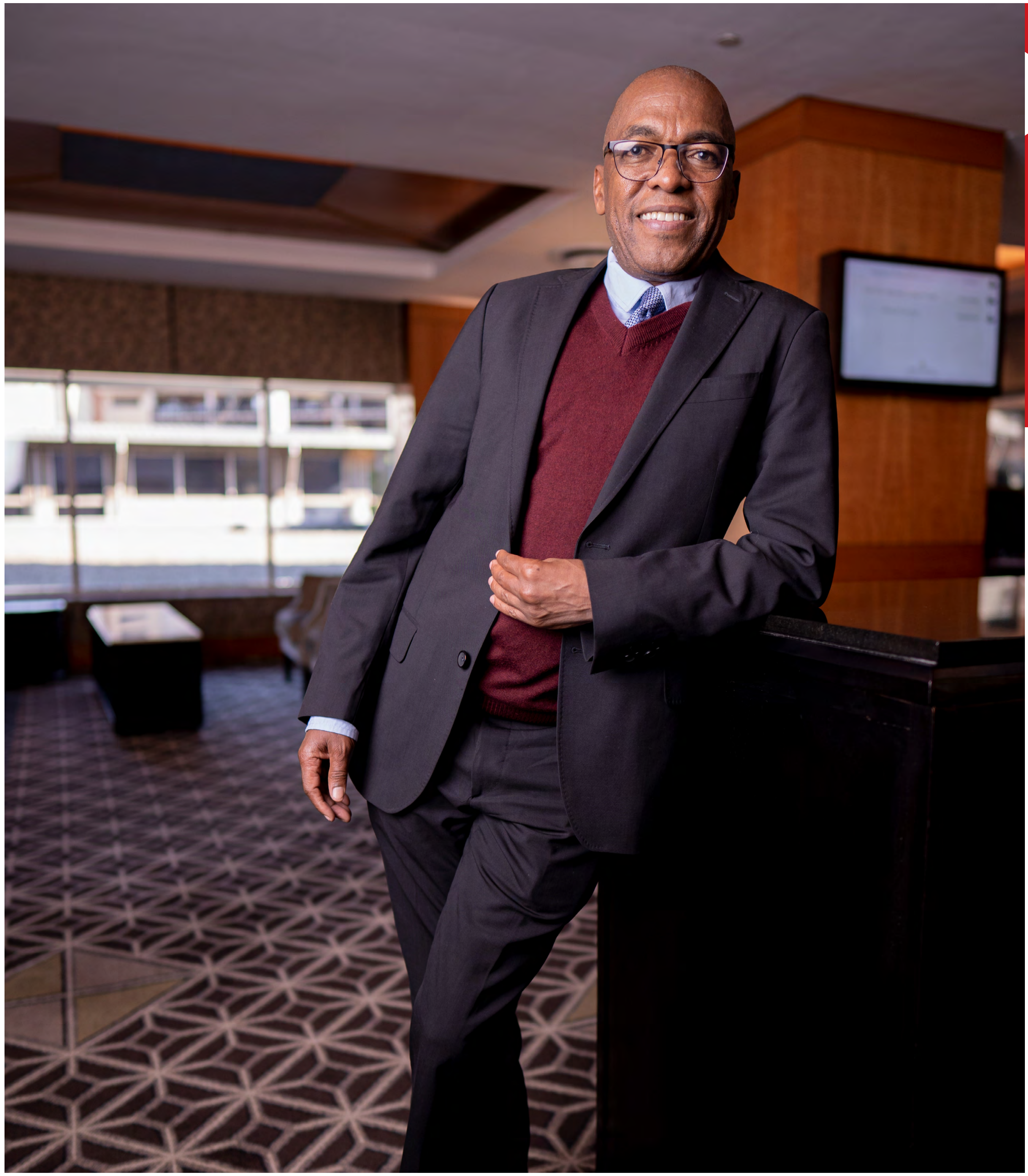
LEGISLATIVE, REGULATORY AND POLICY DRIVERS OF THE FOUNDATION.

LEGISLATION, REGULATORY AND POLICY FRAMEWORKS	
Informing the focus of the Foundation as a public/private initiative in South Africa	National Gambling Act 7 of 2004 It provides the principles of responsible gambling. National Gambling Regulations They provide context for the Foundation's interventions and programmes.
	The Provincial Gambling Board's Strategic Plans (2022 – 2026) These inform the Foundation's programmes and critical interventions and priorities in the roll-out of relevant and targeted focus areas.
	The strategic intent and position of industry operators These inform specific priorities and targets in the development and roll-out of Foundation programmes and interventions.
Informing the treatment and counselling services offered by the Foundation	Various Health Profession legislation and best practise, including, among others, the Mental Health Care Act, the regulations of the Health Professions Council of South Africa, and the Social Work Amendment Act 102 of 1998.
Informing the education, training and curriculum support offered by the Foundation	Various legislation regulating educational and training norms and standards, and best practise in South Africa, including, among others, the National Qualifications Framework Act and the SAQA Standards, and the National Skills Development Strategy.
Informing the approach to the work of the Foundation and the management of information	Protection of Personal Information Act, 2014 (Act 4 of 2013) This promotes the protection of personal information by public and private bodies.
Informing the governance and institutional regime of the Foundation	• The King IV Code of Good Governance, 2016 • Occupational Health and Safety Act, 1995 • Children's Act 38 of 2005, as amended • Older Person's Act 13, 2006 • Labour Relations Act, 1995 • Basic Conditions of Employment Act, 1997 • Promotion of Access to Information Act, 2000 • Employment Equity Act, 1998 • Preferential Procurement Policy Framework Act, 2000 • Promotion of Administrative Justice Act, 2000

ORGANISATIONAL STRUCTURE.



CHAIRPERSON'S FOREWORD.



2022/23 WAS A YEAR OF ECONOMIC AND OPERATIOAL RECOVERY FOR THE GAMBLING INDUSTRY POST THE COVID-19 RESTRICTIONS, AND THE FOUNDATION HAS BEEN MONITORING THE GAMBLING SECTOR'S PERFORMANCE AGAINST THE NUMBER OF PEOPLE WHO SOUGHT HELP.

Adv and SC. Joe Nalane
Board Chairperson

Although we could not ascertain causality between the gambling industry's recovery from COVID-19 against individuals who were admitted for treatment, we can conclude that a correlation existed. Despite the challenging macro and economic environment, the South African gambling industry seems to be on the journey to recovery. This is evident in data stemming from the National Gambling Board which indicates that Gross Gambling Revenue (GGR) grew by 37.1% in 2022/23 compared to the previous financial year of 2021/22. The recovery and growth provided positive spinoffs in job creation and positive industry Gross Domestic Product (GDP) contribution. However, the industry is impacted negatively by the challenges posed by loadshedding.

IMPACT OF INDUSTRY RECOVERY AND GROWTH ON RESPONSIBLE GAMBLING

The recovery and growth of the industry had a direct impact on the National Responsible Gambling Programme (NRGP). This impact can be observed in the Foundation's 0.1% GGR contribution towards the NRGP and the number of treatment-related calls that the NRGP toll-free counselling line received in the year under review.

In 2022/23, the Foundation observed a direct correlation with the industry sector performance outlined in the National Gambling Board's data when it came to the Foundation's 0.1% NRGP contribution from operators, with 44% being collected from the Betting sector, followed by the Casino sector (39.9%), the LPM sector (10%) and Bingo sector (4%). The growth can also be seen in the overall 0.1% GGR contribution to the NRGP growing from R23 005 379 in 2022 to R27 260 204 in 2023.

This growth is not only in the 0.1% revenue collection, but also in a similar trend observed in the number of punters who received free confidential treatment and counselling, as well as in their preferred mode of gambling. The growth of the industry needs to be balanced with the growth of the promotion of responsible gambling.

I would like to thank the Board of Directors for their dedication and continued support and governance oversight during the year under review, and on behalf of the Board of Directors, I would like to thank the Executive Director for her unwavering leadership in steering the ship in the wake of a fully operational industry and providing the necessary interventions and support to South African punters to enable them and their loved ones to better manage and minimise the potential harmful effects of disordered gambling.

MESSAGE FROM THE EXECUTIVE DIRECTOR.

DURING THE YEAR UNDER REVIEW, THE FOUNDATION'S PROGRAMMES WERE IN FULL OPERATION AND SAW INCREASED CAPACITY COMPARED TO THE PRE- AND COVID-19 RESTRICTIONS FINANCIAL YEARS.

Mrs Sibongile Simelane-Quntana
Executive Director

The Foundation continued with its existing programmes and piloted programmes such as our Social Services Minor Intervention Programme, as an industry we cannot shy away from the indirect macro and micro socio-economic challenges that impact and drive punter behaviour to a point where the behaviour slowly converts into a potential harmful effect and gambling addiction.

SOCIO-ECONOMIC CHALLENGES AND THE IMPACT ON RESPONSIBLE GAMBLING

The triple challenge of poverty, inequality and unemployment continues to be the reality for the vast majority of South African communities. Added to this was the tough economic climate for households in the year under review. According to a statement issued by the South African Reserve Bank's Monetary Policy Committee on 30 March 2023, the rise in South Africa's headline inflation rate has been shaped primarily by fuel, electricity and food inflation, and according to Statistics South Africa's Quarterly Labour Force Survey Q4:2022, the official unemployment rate was 32,7% in the fourth quarter of 2022.

When we cascade the socio-economic challenges down to responsible gambling and gambling addiction through the insights gathered from clients who called the National Responsible Gambling Programme (NRGP) counselling line, many of those seeking assistance were no longer gambling socially or for leisure, but were instead gambling to gain an extra income or to chase their losses.

The Foundation's Social Interventions Unit provides counselling and support to vulnerable groups, namely, children, teenagers, the elderly, and social grant recipients and provides programmes and interventions in response to the context of the socio-economic challenges that correlate with irresponsible gambling and gambling addiction. During the year under review the Foundation embarked on a national study to gain an understanding of the effects of technological advancement and the socio-economic impact of sports betting in South Africa.

SUMMARY PERFORMANCE: TREATMENT, COUNSELLING & SOCIAL SERVICES

In the 2022/2023 financial year the NRGP counselling line's treatment referrals totalled 2 299 compared to 1 365 in the 2021/2022 financial year. This saw an increase in all case types (self-exclusions, disordered gamblers, family referrals and relapse clients). An interesting observation with regard to the age cohort is that the majority of clients referred were in the age bracket of 25 – 35, with their preferred mode of gambling being online betting and sports betting. This correlates with the data coming from the National Gambling Board's industry performance data and the Foundation's 0.1% Gross Gambling Revenue Contribution data.

Industry training also saw an increase in the number of operator employees trained in responsible gambling. A total of 5 902 were trained in 2022/2023, compared to 3 761 in 2021/2022. The leading sector of operator employees trained is casinos, followed by betting & racing, bingo and LPM.

I would like to thank the Foundation's Board of Directors for their ongoing support and oversight. I also acknowledge and thank the Licenced Operators who continually contribute their 0.1% GGR towards the NRGP which enables the Foundation to carry out its work. Furthermore, I also would like to thank and acknowledge the Provincial Licencing Authorities and the National Gambling Board for their support in the quest of reinforcing and creating public awareness about responsible gambling, as a social healthy gambler is a mutually sustainable gambler in the ecosystem.

Last but not least, I would like to thank the management team and Foundation's staff for their tireless work, dedication, long hours and persistence to ensure that the punters and their loved ones receive interventions to assist them in managing the potential harmful effects of problem gambling.

MESSAGE FROM THE NATIONAL NATIONAL GAMBLING BOARD ACCOUNTING AUTHORITY.

THE CONTRIBUTION OF THE GAMBLING INDUSTRY TO THE ECONOMY OF SOUTH AFRICA CANNOT BE UNDERESTIMATED, HAVING CONSISTENTLY COMMITTED TAXES AND LEVIES TO GOVERNMENT REVENUE AND SUPPORTED THE LIVELIHOODS OF INDUSTRY EMPLOYEES FOR NEARLY TWO DECADES.

Ms. Caroline Kongwa
Accounting Authority
National Gambling Board

The National Gambling Board (NGB) is mandated, inter alia, to monitor socio-economic patterns of gambling activities, and conduct research and identify patterns of the socio-economic impact of gambling and addictive or compulsive gambling. This mandate ensures that a balance can be maintained between the economic health of the gambling industry and the socio-economic health of gambling punters, with both aspects acting as an enabler for efficient and effective regulation in the best interest of the South African public.

The statistics collected by the South African Responsible Gambling Foundation (SARGF) create an important pivot point when juxtaposed against the NGB's own Gambling Sector Performance information, by ensuring that a balance can be maintained between the economic contribution of the industry and the negative social consequences of gambling.

Having firmly surpassed pre-COVID-19 gross gambling revenues, the gambling industry is on a strong recovery path. Gross Gambling Revenue (GGR) grew by 37.1% in the FY2022/23 compared to the FY2021/22, with some sectors performing better than others. Much of the growth has been driven by the betting sector, which has grown from R8.8 billion in FY2019/20 to R23.7 billion in FY2022/23. The casino sector posts positive growth, however, at a GGR of R17.4 billion, it has not yet reached its pre-pandemic performance of R18.4 billion. The betting industry has been expanding over the past few years, with the number of bookmakers increasing significantly.

The Limited Pay-out Machine (LPM) sector's expansion is also picking up, with several provinces nearing the upper thresholds of their maximum Phase one allocations. The bingo industry has seen the expansion of electronic bingo terminals outpace that of traditional bingo. Taxes collected from the industry amounted to R4.1 billion, with the largest contributor being the casino sector.

The NGB as well as Provincial Licensing Authorities have a crucial role to play, along with the SARGF, in creating awareness about problem gambling and responsible gambling through education in our communities. In the FY 2022/23, these entities have once again worked in concert to fulfil this obligation. The National Responsible Gambling Programme implemented by the SARGF also extends to training of gambling operators and their staff. In this way the scourge of problem gambling is tackled through education, awareness and treatment from multiple angles at once, adding to its impact.

The NGB is grateful to the SARGF for its continued work in supporting and rehabilitating disordered gamblers. The NGB further commends the SARGF for the new element of psychiatric evaluation that was added to their bouquet of services in the FY2022/23, as well as the social services element that was piloted to assist the families of disordered gamblers, relapsed patients and other vulnerable groups in society. Continuous improvement is a value that the NGB supports in our collaborative quest to counter the potential harmful socio-economic impact of gambling.

PART B: GOVERNANCE.

THE KING CODE IV AND THE COMPANIES ACT 71 OF 2008

as amended place emphasis on good governance of institutions and hold Directors accountable for decisions they make on behalf of institutions in their control. The Foundation ensured that Board procedures, regulations and governance codes were observed in the year under review, as outlined in the Board Charter and subject to the ACT and the Memorandum of Incorporation (MOI) of the Foundation.

BOARD OF DIRECTORS.

BOARD OF DIRECTORS COMPOSITION: 1 April 2022 – 31 March 2023

					
NAME	**ADV AND SC. JOE NALANE**	**MRS SIBONGILE SIMELANE-QUNTANA**	**MR THEMBA MARASHA**	**MR GREGORY MAKOKO**	**MR OBAKENG SESEANE**
BOARD DESIGNATION	Board Chairperson	Executive Director	Board and ARC member	Board member and Chairperson – RemCo Committee	Board and ARC member
DATE APPOINTED	19/07/2016	26/02/2016	17/05/2016	13/05/2020	16/11/2022
QUALIFICATIONS	Graduate of the University of the Witwatersrand and the University of Johannesburg	PhD Candidate (Wits Business School), MBA (Wits Business School), Postgraduate Diploma in Public Administration and Management (Wits School of Governance), Postgraduate Diploma in Arts (Wits University) and a Bachelor of Hons in Education (Wits University)	B. Com (Hons) Business Economics & Industrial Psychology, University of Zululand, Post-Management Diploma in Management Studies, Executive Development Programme, University of Nevada, Reno	Master of Public Administration (University of Pretoria). Bachelor of Arts (Hons – Social Work – University of Limpopo then University of the North); Bachelor of Arts (Social Work and Psychology – University of Limpopo then University of the North); and Certificate – Programme in Total Quality Management (University of South Africa)	B.Tech Degree in Internal Auditing (Central University of Technology Free State), National Diploma in Internal Auditing (Central University of Technology), GRAP implementation in the Public Sector NQF Level 8 (University of Stellenbosch: School of Public Leadership, Executive Programme in Public & Development Management) Free State Gambling, Liquor and Tourism Authority
AREA OF EXPERTISE	Administrative law, employment and labour law, commercial litigation, sports law, gambling law, personal injury and medical negligence, mining, public and regulatory laws	Business, Governance & Operational Management, Research & Information Management	Casino Licenced Operator, Sun International	Limpopo Provincial Licencing Authority	Free State Gambling, Liquor and Tourism Authority
NUMBER OF BOARD MEETINGS ATTENDED	27 May 2022 23 Sep 2022 02 Dec 2022 24 March 2023	27 May 2022 23 Sep 2022 02 Dec 2022 24 Mar 2023	23 Sep 2022 02 Dec 2022 24 March 2023	27 May 2022 02 Dec 2022 24 March 2023	23 May 2022 02 Dec 2022 24 March 2023
NUMBER OF ARC MEETINGS ATTENDED		23 May 2022 16 Sep 2022 25 Nov 2022 10 Mar 2023	16 Sep 2022 25 Nov 2022 10 March 2023		23 May 2022 16 Sep 2022 25 Nov 2022
NUMBER OF HR AND REMCO MEETINGS ATTENDED		13 May 2022 09 Sep 2022 18 & 25 Nov 09 March 2023		13 May 2022 09 Sep 2022 18 Nov 2022 09 March 2023	

					
NAME	**MR MABUTHO ZWANE**	**MRS MALEBO MPEPELE**	**MR THABANI KHANYILE**	**MS. MANTOMBI VUYO**	**MS. PORTIA BALOYI**
BOARD DESIGNATION	Board and ARC member	Board and HR and RemCo member	Board and ARC Chairperson	Board and HR and RemCo member	Board and HR and RemCo member
DATE APPOINTED	25/05/2015	01/03/2021	02/02/2018	03/08/2022	25/05/2018
QUALIFICATIONS	Master of Business Administration from the Nelson Mandela University, Executive Development Programme University of Nevada in Reno (USA)	New Managers Programme, Wits Business School, BSc. Hons Psychology Medunsa, BA Psychology, English, Education Vista University	B. Com – University of Zululand SAICA Articles – South African Institute of Charted Accountants CIA – Institute of Internal Auditors	National Diploma Internal Auditing (Cape Peninsula University of Technology), Programme in Investigative and Forensic Auditing (UNISA), BCom Law student (UNISA)	Master's in Business Leadership (MBL), Bachelor in Public Administration Honours, LLB, B-Proc
AREA OF EXPERTISE	Eastern Cape Provincial Licencing Authority	Casino Licenced Operator, Peermont Group	Audit Risk & Assurance	Licenced Operator, Vukani Gaming Corporation	KwaZulu-Natal Provincial Licencing Authority
NUMBER OF BOARD MEETINGS ATTENDED		27 May 2022 02 Dec 2022 24 Mar 2023	27 May 2022 23 Sep 2022 02 Dec 2022 24 Mar 2023	23 Sep 2022 02 Dec 2022 24 Mar 2023	23 Sep 2022 24 March 2023
NUMBER OF ARC MEETINGS ATTENDED	10 March 2023		23 May 16 May 25 Nov 10 Mar		
NUMBER OF HR AND REMCO MEETINGS ATTENDED		13 May 2022 09 Sep 2022 18 & 25 Nov 2022 09 March 2023		18 & 25 Nov 2022	13 May 2022 09 Sep 2022 18 & 25 Nov 09 March 2023

AUDIT AND RISK COMMITTEE REPORT

WE ARE PLEASED TO PRESENT OUR REPORT FOR THE FINANCIAL YEAR ENDED 31 MARCH 2023.

AUDIT AND RISK COMMITTEE MEMBERS:

The Audit Committee consists of the members listed hereunder and should meet at least four times per annum as per its approved terms of reference.

01 Mr T.D. Khanyile
02 Mr D.T. Marasha
03 Mr M. Zwane
04 Mr K. Dichabe (resigned on 16 November 2022)
05 Mr O. Seseane (appointed on 16 November 2022)

AUDIT COMMITTEE RESPONSIBILITY

We report that we have adopted appropriate formal terms of reference in our charter in line with the King IV Report on Corporate Governance recommendations. We further report that we have conducted our affairs in compliance with this charter.

INTERNAL AUDIT FUNCTION

The internal audit function was contracted to Khumalo and Mabuya Chartered Accountants Inc.

We are satisfied that the internal audit function is operating effectively and has addressed the risks pertinent to the entity in its audits. In addition, the Internal Audit completed its 2022/23 annual plan as approved by the Audit and Risk Committee.

We have met with the Internal Auditors on a quarterly basis during the year to ensure that the function is executed effectively and objectively (from management).

We are satisfied with the content and quality of the quarterly reports prepared and issued by the Internal Auditors of the entity during the year under review.

THE QUALITY OF MID-YEAR MANAGEMENT AND QUARTERLY REPORTS

We reviewed the year's quarterly reports submitted together with Internal Audit comments thereon. We noted improvement in the content and quality of reports prepared and submitted by management.

THE EFFECTIVENESS OF INTERNAL CONTROL

The system of internal control employed by the entity for financial and risk management is effective, efficient and transparent.

In line with the recommendations from the King IV Report on Corporate Governance requirements, Internal Audit provides the Audit Committee and management with assurance that the internal controls are appropriate and effective. This is achieved by means of the risk management process, as well as the identification of corrective actions and suggested enhancements to the controls and processes.

From the various reports of the Internal Auditors, the Audit Report on the annual financial statements and the management letter of the South African Responsible Gambling Foundation NPC, it was noted that there were no indicated material deficiencies in the system of internal controls or deviations therefrom.

Accordingly, we can report that the system of internal controls over the financial reporting period under review was efficient and effective.

EVALUATION OF FINANCIAL STATEMENTS

We have:

1. Reviewed and discussed the audited annual financial statements to be included in the annual report with the external auditors, Internal Auditors and the Executive Director.
2. Reviewed the South African Responsible Gambling Foundation's management letter and management's response thereto.
3. Reviewed changes in accounting policies and practices.
4. Reviewed the entity's compliance with legal and regulatory provisions; and
5. Reviewed significant adjustments and noted none resulting from the audit.

We concur with and accept the external auditor's report on the annual financial statements and are of the opinion that the audited annual financial statements should be accepted.

EXTERNAL AUDITORS

We have met with the external auditors to ensure that there are no unresolved issues.

RISK MANAGEMENT.

The Foundation's risk management process and principles embodies the Companies Act fiduciary duties of Directors, Codes of Good Practice for South African Non-profit Organisations (NPOs), Enterprise Risk Management Framework published by the Committee of Sponsoring Organisations (COSO) of the Treadway Commission, International Guideline on Risk Management (ISO 31000) and King Code on Governance Principles (King IV). Based on these best standards, the Foundation's Board of Directors approved three risk management documents which inform the Foundation's approach to risk management, namely, the Risk Management Framework, Risk Management Plan and Risk Management Strategy.

The Board of Directors assumes responsibility for the governance of risk by setting the direction on how risk should be approached and addressed by the entity. They understand that risk management forms part of the decision-making process in the execution of their duties. The risk management policy requires that the Risk Register is approved by the Board and Management provides risk management updated to the Board on a quarterly basis. The Audit and Risk Committee advises the Board on risk management and independently monitors the effectiveness of the entity's system of risk management.

The Foundation in the year under review identified 33 risks; 12 are strategic and 21 are operational. Out of the 33 risks identified, 5 are ranked as high risk, 26 are medium risk and 2 are low risk. Figure 1 below depicts how the Foundation ranks its key risks.

TABLE 1: KEY RISKS

RANKING	RISK DESCRIPTION	INHERENT RISK	CONTROL RISK	TOTAL RISK	IMPROVING RESIDUAL RISK
1	Cyber attacks	5	4	20	i. A data recovery plan has been developed. ii. All computers have up-to-date antivirus protection. iii. Monthly backups stored both on cloud storage and off-site.
2	Exposure to litigations leading to reputational damage	4	4	16	i. Hold workshops to increase and promote awareness and compliance levels.
3	Inadequate financial resources	4	3	12	i. Lobby PGBs to enforce non-compliance of NRGP contributions. ii. Enter into Memorandum of Agreements with PGBs to share operators' lists to verify NRGP contributions. iii. Manage debtor collection as per debtors policy.
4	Inadequate human resources	4	3	12	i. Review the human resources plan in consulta-tion with programme managers and assess need for more human re-sources. ii. Fill vacant posts in time. iii. Promote continuous professional development within current staff.
5	Limited reach or provision of prevention, awareness and treatment programmes	4	3	12	i. Effectiveness of programmes is reviewed quarterly to ensure that they are responsive to emerging risks and needs. ii. Budget allocations to be done in consultation with programme managers.
6	Non-compliance with laws and regulations	4	3	12	i. Consult with knowledgeable people on application of rules and regulations when required. ii. Hold workshops to decipher application of new laws and regulations.
7	Lack of adequate relevancy and currency of SARGF services	4	3	12	i. Stakeholder engagement conducted to assess the usefulness and relevancy of services being offered.
8	Non-implementation of approved programmes	4	3	12	i. Quarterly reports on planned versus actual activities are compiled each quarter together with plans on how to achieve missed targets.
9	Lack of awareness of the treatment programmes by clients/patients	4	3	12	i. Advocacy and communications plan is developed in consultation with all programme managers. ii. Advocacy and communications plan is reviewed quarterly to ensure that it is responsive to emerging risks.
10	Ineffective research strategy leading to inadequate and/or unfo-cused/ irrelevant research studies	4	2	8	i. Research strategy to be reviewed at least once a year to assess relevancy and effectiveness.

PART C:
PERFORMANCE INFORMATION

GAMBLING INDUSTRY SECTOR TRENDS FOR 2022/2023

GAMBLING SECTOR PERFORMANCE

The National Gambling Board (NGB) of South Africa has a mandate to monitor gambling sector performance of the legal modes of gambling, namely: casinos, bingo, Limited Pay-out Machines and betting, while simultaneously advocating for a safe and responsible gambling landscape.

Turnover (money wagered) in FY2022/23 totalled R814 billion. Of this total, 53% was wagered in the betting sector and 37% in the casino sector.

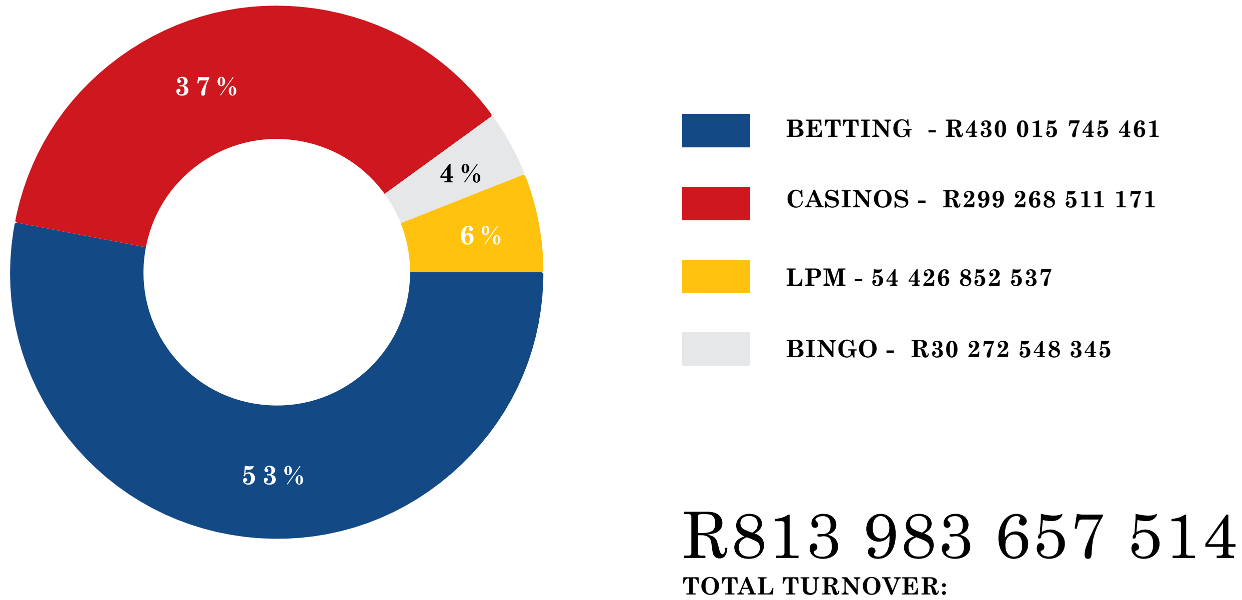
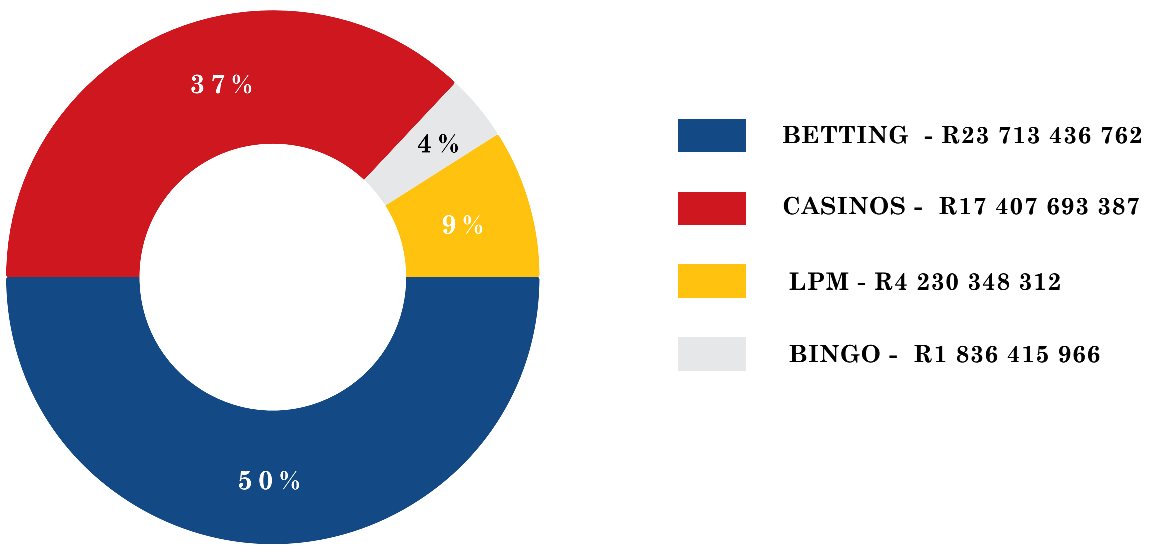


FIGURE 1: TURNOVER PER GAMBLING MODE, ALL PROVINCES FY2022/23

In the FY2022/23, Gross Gambling Revenue (GGR) increased by 37.1% relative to the previous financial year to R47.2 billion. Betting accounted for half of GGR generated at 50.3%. Gauteng (27%) accounted for the highest amount of GGR generated across provinces, followed by the Western Cape (25.9%) and Mpumalanga (18.4%), as illustrated in Figure 2 on the next page.



TOTAL GGR:

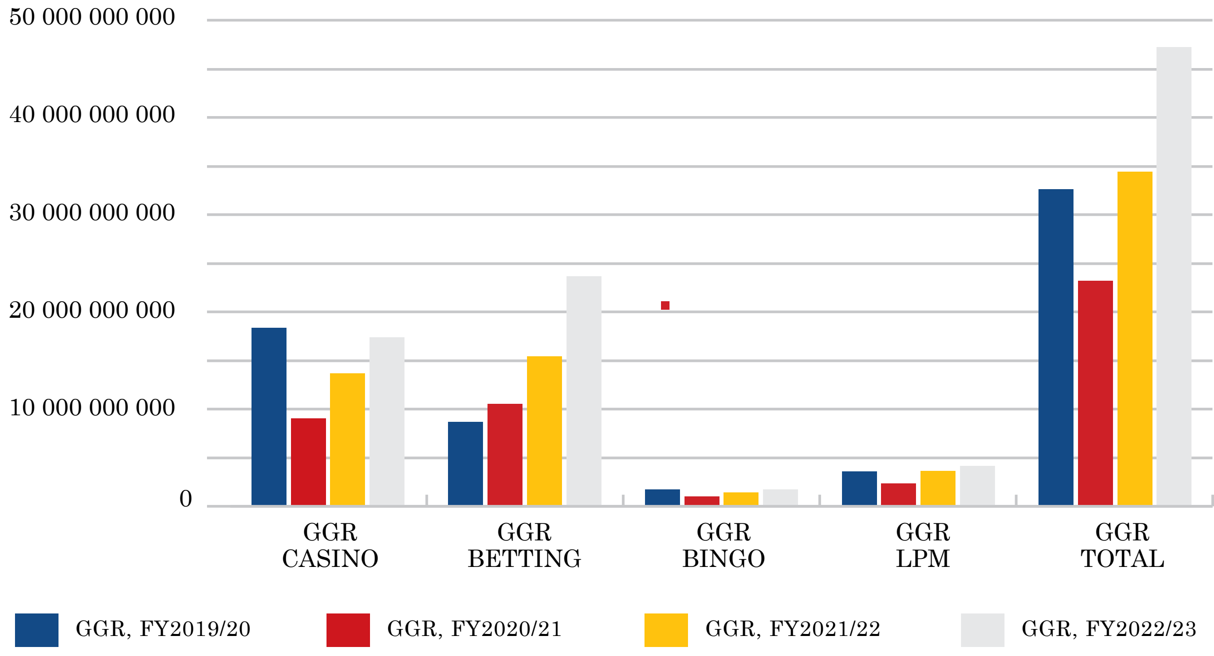
R47 187 894

FIGURE 2: GGR PER GAMBLING MODE, ALL PROVINCES, FY2022/2323

In the year under review, we once again saw some interesting correlations between gambling sector performance and the SARGF's Treatment and Counselling data.

The gambling industry has made a remarkable recovery post the COVID-19 pandemic lockdowns, which saw most operators impacted. In 2022/2023, GGR grew by 37.1% compared to 2021/2022. All gambling modes experienced positive growth, with the largest growth occurring in the betting sector, which grew by 53.3%. The casino, LPM and bingo sectors grew by 26.6%, 14.4% and 21.6%, respectively.

After the lockdowns were lifted, the betting sector continued to see significant growth of 53.3%, outpacing other modes as the highest GGR generator in the industry in 2022/2023. The correlation between this growth in the betting sector GGR and treatment statistics from SARGF for this sector is clear. Treatment classification by mode shows that significantly higher numbers of disordered gamblers who use online betting and sports betting reached out to SARGF in the year under review. These figures will continue to be monitored in relation to both regulation and advocacy for responsible betting.



GGR CASINO

GGR, FY2019/20	18 394 077 253	
GGR, FY2020/21	9 107 191 030	-50%
GGR, FY2021/22	13 753 507 077	+51%
GGR, FY2022/23	17 407 693 387	+26.6%

GGR BETTING

GGR, FY2019/20	8 765 264 386	
GGR, FY2020/21	10 604 752 791	+21%
GGR, FY2021/22	15 468 352 646	+45.9%
GGR, FY2022/23	23 713 436 762	+53.3%

GGR BINGO

GGR, FY2019/20	1 810 774 980	
GGR, FY2020/21	1 103 215 830	-39.1%
GGR, FY2021/22	1 510 403 511	+36.9%
GGR, FY2022/23	1 836 415 966	+21.6%

GGR LPM

GGR, FY2019/20	3 681 852 665	
GGR, FY2020/21	2 434 393 885	-33.9%
GGR, FY2021/22	3 698 726 491	+51.9%
GGR, FY2022/23	4 230 348 312	+14.4%

GGR TOTAL

GGR, FY2019/20	1 810 774 980	
GGR, FY2020/21	1 103 215 830	-28.8%
GGR, FY2021/22	1 510 403 511	+48.1%
GGR, FY2022/23	1 836 415 966	+37.1%

FIGURE 3: GROWTH IN GGR ALL MODES FY2019/202 - FY2022/23

Figure 4 below illustrates the trend in GGR market share from FY2009/10 to FY2022/23. As at 31 March 2023, GGR from all modes of gambling totalled R47.2 billion (all quarters). Of this total, betting GGR accounted for the highest share at 50.3%, whilst casino GGR accounted for 36.9%. LPM GGR accounted for 9% of the market, whilst bingo GGR had the least market share in terms of GGR of 3.9%.

From FY2009/10 to FY2022/23, however, the trend in market share showed that the share of casino GGR in the market has dropped from 84.4% to 36.9%, whilst the share of gambling revenues from other modes (betting, LPM and bingo sectors) has increased. The betting sector increased in market share from 26.8% to 50.3% and surpassed the casino sector, changing the market share landscape of gambling.

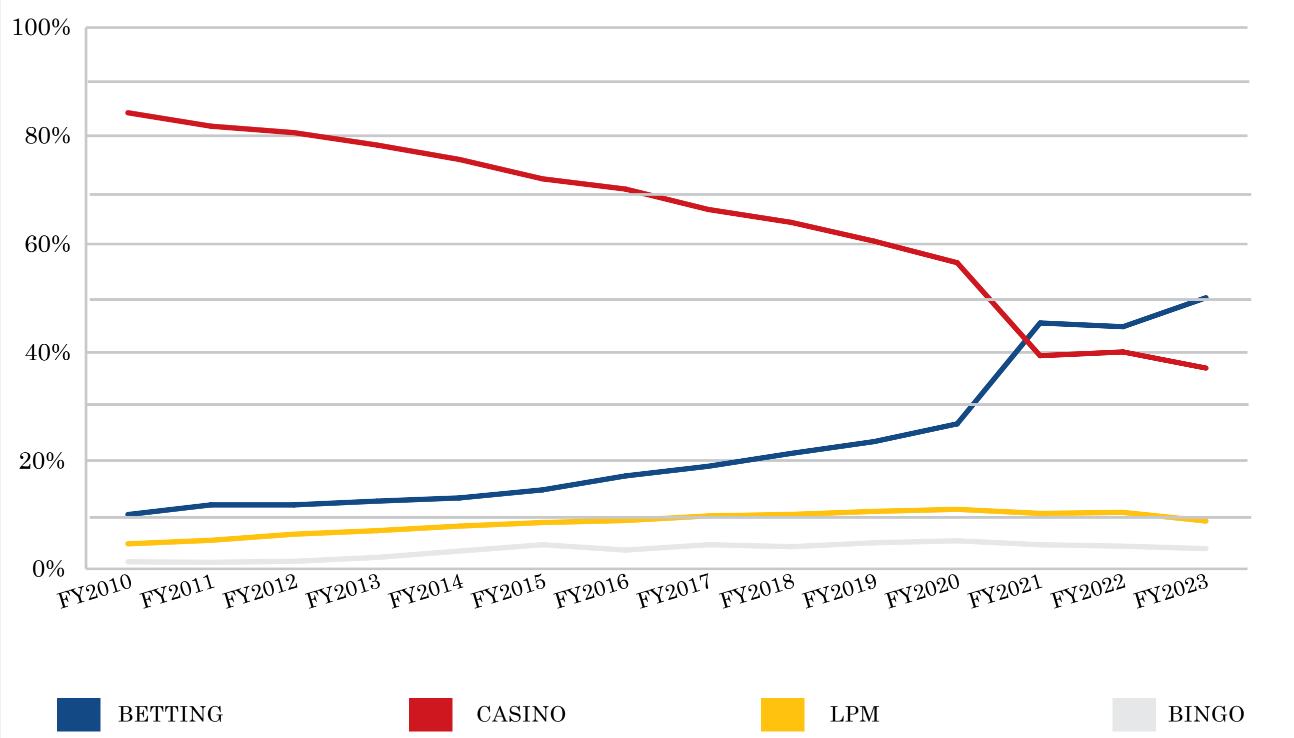


FIGURE 4: TREND IN SHARE OF TOTAL GGR COMPARISON ALL MODES FY2009/10 - FY2022/23

STRATEGIC GOALS.

The Foundation's strategic framework reflects a continued focus on the alignment and integration of the business of the Foundation with its mandate, vision, mission, and values. The organisation's planning architecture, execution and reporting cycles have over the years progressed and reached maturity levels that provide its stakeholders with necessary information to support policy interventions where required.

The ongoing strengthening of the management team and the utilisation of flagship projects to enhance the impact and visibility of the organisation is a medium- to long-term strategic intervention that has already started to yield expected outcomes. It is anticipated that within the period of this Strategic Plan, the Foundation service offerings, human capital, organisational culture, as well as processes and systems will place the organisation in a position to perform fully on its mandate, thus supporting its continued relevance and sustainability. The tables below further unpack the Foundation's strategic framework to 2026/2027 and sketch the strategic objectives (outputs), the performance metrics and five-year targets for each strategic goal and programmatic focus area.

SG1

STRATEGIC GOAL

Advocacy and broad access to prevention and responsible gambling awareness interventions

GOAL STATEMENT

To minimise the potential harmful effects of disordered gambling through comprehensive and integrated prevention and public awareness interventions

SG2

STRATEGIC GOAL

Integrated and comprehensive treatment, counselling and social services interventions for those affected by disordered gambling

GOAL STATEMENT

To provide treatment and counselling services to those directly and indirectly affected by disordered gambling at no cost

SG3

STRATEGIC GOAL

Integrated knowledge and application through research intelligence for evidence-based programme support

GOAL STATEMENT

To position the Foundation as a credible and authoritative voice on responsible gambling and disordered gambling trends, interventions and solutions in South Africa and globally through research findings

SG4

STRATEGIC GOAL

Develop, train and capacitate the gambling industry and other stakeholders with the knowledge to identify and respond to incidents of disordered gamblers

GOAL STATEMENT

To provide ongoing education, training and support to the regulators, gambling industry and other stakeholders on identification, mitigation and response to disordered gambling incidents

SG5

STRATEGIC GOAL

Sound governance and effective administration and management of resources

GOAL STATEMENT

To promote good corporate governance and high-performing culture and to strengthen accountability through effective planning, leading, organising and controlling

PROGRAMME 1: CORPORATE ADMINISTRATION AND SUPPORT SERVICES.

SUB-PROGRAMME 1.2: RESEARCH & REPORTING.

SG4

STRATEGIC GOAL 4:

Integrated knowledge and application through research intelligence for evidence-based programme support.

STRATEGIC OBJECTIVE

To position the Foundation as a credible and authoritative voice on responsible gambling and disordered gambling trends, interventions and solutions in South Africa and globally through research findings.

During the year under review the Foundation embarked on a national study to gain an understanding of the effects of technological advancement and the socio-economic impact of sports betting in South Africa.

RESEARCH OBJECTIVES

1. To establish the extent to which the advancement of technology may have contributed to the growth and development of the sports betting industry;
2. To establish how the growth and development of the industry as a result of technological advancement could have resulted in increased problem gambling and gambling addiction.
3. To ascertain the various social groupings that are exposed to sports betting and the extent of the likely impact on their social and economic livelihood.

The study seeks to answer the following questions:

- What are the impacts of sports betting on various aspects of social and economic life?
- Which population group is most affected by the adverse effects of sports betting?
- Which factors have contributed to the expansion and growth of the sports betting industry?
- To what extent has sports betting contributed to problem gambling?

The Foundation anticipates completing and publishing the research report in the 2023/2024 financial year.

A SOCIO-ECONOMIC IMPACT

The Foundation carried out a study between 2020 and 2021 to understand the social and economic impact of gambling in Limpopo. The study was carried out in all five districts of the province, that is, Vhembe, Mopani, Capricorn, Waterberg and Sekhukhune and data was collected from 4 763 respondents.

The study's objectives were to: (i) map out the geographical spread and assess the saturation levels of licensed and unlicensed gambling; (ii) establish the macro-economic and socio-economic impact of gambling; (iii) assess the propensity to gambling and gambling participation; (iv) establish the prevalence of gambling; (v) understand the propensity of gambling in the province; (vi) understand the effects of gambling; and (vii) assess the awareness about the National Responsible Gambling Programme (NRGP). These objectives were revised from the original objectives, which were eight in total, the reason being that some of the objectives were similar in what they intended to measure. In addition, during data analysis it became necessary to revise the objectives in order to align them to the research questions.

SUB-PROGRAMME 1.3: FINANCIAL MANAGEMENT.

The industry funding that the NRGP receives for licenced operators is curbed at 0.1% of the industry's Gross Gambling Revenue (GGR) (i.e., money staked less money paid out in winnings).

Figure 5 below shows collections during and post COVID-19 restrictions.

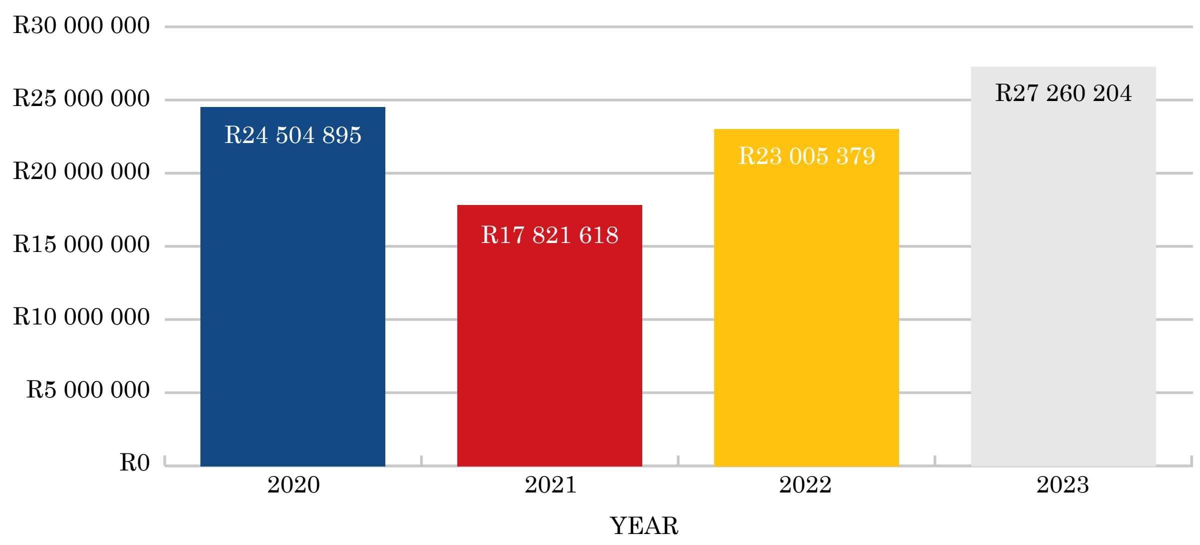


FIGURE 5: NRGP 0.1% CONTRIBUTIONS YEAR-ON YEAR

The below graph shows 0.1% GGR contribution by sector with 53% collected from the Casino sector, followed by Bookmaker sector (33%), the LPM sector (9%), the Bingo sector (2%) and Totalisator sector (0.86%).

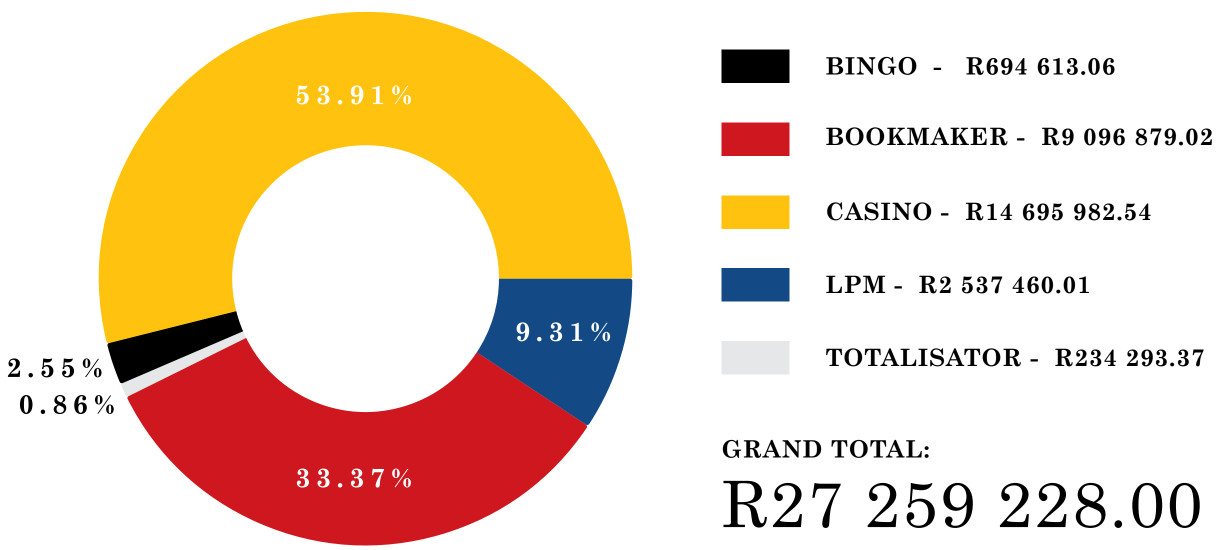


FIGURE 6: NRGP 0.1% GGR CONTRIBUTION BY GAMBLING SECTOR

SUB-PROGRAMME 1.5: HUMAN RESOURCES MANAGEMENT DEVELOPMENT.

SG5

STRATEGIC GOAL 5:

Sound governance and effective administration and management of resources.

STRATEGIC OBJECTIVE

To promote good corporate governance and high-performing culture and to strengthen accountability through effective planning, leading, organising and controlling.

HUMAN RESOURCE MANAGEMENT

The Foundation recognises the importance of its workforce and strives to provide human resources services that are effective and respond to the needs of its workforce. To achieve this the Foundation has developed systems and processes that are aimed at ensuring that it supports its employees and enables it to perform at its full potential and ensure that it meets the set targets. In the year under review the following human resource processes were undertaken:

(I) REVISED ORGANISATIONAL STRUCTURE

During October 2022 the Foundation reviewed its Strategic Plans and Strategic Goals, which resulted in the revision of its organisational structure.

The overall purpose of HR management is to ensure that all matters relating to Human Capital Management and Development are implemented effectively and efficiently. The entity's ability to implement its strategic intent rests on its management and employees, particularly on how they are led/ managed and capacitated within the right climate to deliver and grow into a high-performance culture. Human resources management plays a pivotal role in this process.

(II) PERFORMANCE MANAGEMENT PROCESS

Performance management is an ongoing and continuous process that the Foundation implements and carefully manages throughout the year. In the year under review all employees signed annual performance contracts and were evaluated on a quarterly basis. Interns were evaluated on the skills they have acquired and their ability to implement those skills against their job profile.

(III) EMPLOYEE WELLNESS SUPPORT

The Foundation provides continuous support to its staff and their immediate family members in the event of need through treatment and counselling. To maintain confidentially staff members use counselling services of independent psychologists who are not in the employ of the Foundation. In the year under review a total of eight employees were assisted.

In addition, to encourage the mental wellness and wellbeing of its staff the Foundation organised a group-based activity in April 2022.

(IV) POLICY DEVELOPMENT

A total of eight policies were reviewed and one new policy was developed during the year under review.

(V) RECRUITMENT AND SELECTION

A total of 31 Treatment Professionals were recruited, as well as two training facilitators and four interns. Two interns were absorbed into the Foundation as full-time staff members after completing their 12-month internship programme.

PERSONNEL COSTS.

TABLE 2: PERSONNEL COSTS PER PROGRAMME			
PROGRAMME	TOTAL PERSONNEL EXPENDITURE	EXPENDITURE IN %	NUMBER OF INTERNAL PERSONNEL COSTS
Corporate Services	4 412 931.54	48%	10
Treatment, Counselling & Social Services	3 134 975.79	34%	19
Training, Industry Development & Support	774 635.60	8%	3
Advocacy and Communication	942 746.04	10%	5
TOTAL	**9 265 288.97**	**100%**	**37**

TABLE 3: PERSONNEL COSTS BY SALARY LEVEL			
LEVEL	PERSONNEL EXPENTURE	% OF PERSONNEL EXPENDITURE	NUMBER OF EMPLOYEES
Executive Management	1 501 571.98	16%	1
Senior Management	2 313 904.88	25%	4
Professionally Qualified	1 376 377.83	15%	7
Skilled	3 199 414.80	35%	14
Semi-skilled	753 184.06	8%	10
Unskilled	110 835.42	1%	1
TOTAL	**9 265 288.97**	**100%**	**37**

TABLE 4: PERFORMANCE BONUSES PAID			
LEVEL	PERSONNEL EXPENDITURE	% OF PERSONNEL EXPENDITURE	NUMBER OF EMPLOYEES
Executive Management	68 870.55	19%	1
Senior Management	128 879.60	36%	4
Professionally Qualified	39 761.60	11%	5
Skilled	117 265.57	33%	12
Semi-skilled	-	-	-
Unskilled	3 750.86	1%	1
TOTAL	**358 528.17**	**100%**	**23**

TABLE 5: TRAINING AND DEVELOPMENT COSTS		
PROGRAMME	NO. OF EMPLOYEES	COSTS
Corporate Services Department	8	340 015.95
Treatment, Counselling and Social Services	13	184 919.78
Communication and Advocacy	1	12 956.52
Training, Development and Industry Support	2	17 726.09
TOTAL	**24**	**523 268.33**

TABLE 6: TRAINING AND DEVELOPMENT COSTS PER LEVEL				
LEVEL	TYPE OF TRAINING	NO. OF EMPLOYEES	NQF LEVEL	COSTS
Executive	Certificate	1		17 562.43
Senior Management	Certificate Degree	2 2	9	13 160.00 257 851.00
Professionally Qualified	Degree	3		27 759.78
Skilled	Certificate Degree	15 2	7 8	155 160.12 29 945.00
Semi-skilled	Certificate	4		21 830.00
Unskilled				
TOTAL		**28**		**523 268.33**

LEAVE ADMINISTRATION.

TABLE 7: ANNUAL LEAVE				
LEVEL	NUMBER OF EMPLOYEES	NUMBER OF DAYS TAKEN	AVERAGE DAYS TAKEN	COST TO THE EMPLOYER
Executive	1	21	21	115 336.39
Senior Management	4	43	10.75	103 809.67
Professionally Qualified	6	70	11.67	50 928.18
Skilled	13	171	13.15	156 120.03
Semi-skilled	8	63	7.88	19 354.07
Unskilled	1	15	15	6 039.07
TOTAL	**33**	**383**	**11.67**	**451 587.41**

TABLE 8: SICK LEAVE

LEVEL	NUMBER OF EMPLOYEES	NUMBER OF DAYS TAKEN	AVERAGE DAYS TAKEN	COST TO THE EMPLOYER
Executive	1	9	9	49 429.88
Senior Management	1	5	5	8 938.61
Professionally Qualified	1	8	8	7 939.41
Skilled	2	4	2	2 614.63
Semi-skilled	1	2	2	518.22
Unskilled	-	-	-	-
TOTAL	**6**	**30**	**30**	**69 440.75**

TABLE 9: STUDY LEAVE

LEVEL	NUMBER OF EMPLOYEES	NUMBER OF DAYS TAKEN	AVERAGE DAYS TAKEN	COST TO THE EMPLOYER
Executive				
Senior Management	1	9	9	32 252.51
Professionally Qualified				
Skilled	3	34	11.33	30 694.00
Semi-skilled				
Unskilled				
TOTAL	**4**	**33**		**62 946.51**

TABLE 10: OTHER LEAVE TAKEN

LEAVE TYPE	NUMBER OF PEOPLE	NUMBER OF DAYS	TOTAL COSTS
FAMILY LEAVE	7	17	**9 995.57**
MATERNITY LEAVE	1	89	**88 325.98**
SPECIAL LEVEL	1	10	**9 924.27**

TABLE 11: STAFF MOVEMENT

PROMOTION	NUMBER OF EMPLOYEES
Promotion	2
Dismissal	2
Expiration of Contract	2
Retrenchment	-
Retirement	-
Ill Health	-

TABLE 12: LABOUR RELATIONS: MISCONDUCT AND DISCIPLINARY

NUMBER	NATURE OF DISCIPLINARY
0	VERBAL WARNING
0	WRITTEN WARNING
0	FINAL WRITTEN WARNING
2	DISMISSAL
2	TOTAL

TABLE 13: EQUITY AND EMPLOYMENT EQUITY STATUS

LEVEL	MALES	FEMALES	RACE B|W|C|I
Executive	-	1	1 - - -
Senior Management	2	2	3 1 - -
Professionally Qualified	3	3	6 - - -
Skilled	7	8	13 - - -
Semi-skilled	1	5	6 - - -
Unskilled	-	1	1 - - -
TOTAL	13	20	32 1 - -

39.4% MEN

60,6% WOMEN

SUB-PROGRAMME 1.6: INFORMATION TECHNOLOGY MANAGEMENT.

IT & MULTIMEDIA

The ongoing information and technology advancement has had both positive and negative impacts on most businesses, such as ensuring that businesses advance their security protocols constantly in anticipation for eventual cyber-attacks. In terms of the Foundation's PESTEL analysis, one of the key areas which has been identified as an opportunity is the enhancement of our treatment process flow. Since 2019 the Foundation has slowly built up its Case Management System to enhance patient intake as well as referral and reporting.

The Case Management System is continuously being built to ensure that the process flow is advanced and that it is integrated into the Foundation's information and communication strategy.

In the year under review the Foundation launched Phase 2 of the National Responsible Gambling Programme eLearning platform. It is anticipated that in year three of the Foundation's strategic plan the platform will have capabilities for learners to sign up and submit their portfolio.

PROGRAMME 2: TREATMENT, COUNSELLING AND SOCIAL SERVICES.

TREATMENT, COUNSELLING & SOCIAL SERVICES.

SG2

STRATEGIC GOAL 2:

Integrated and comprehensive treatment, counselling and social services interventions for those affected by disordered gambling.

STRATEGIC OBJECTIVE

To provide treatment and counselling services to those directly and indirectly affected by disordered gambling at no cost.

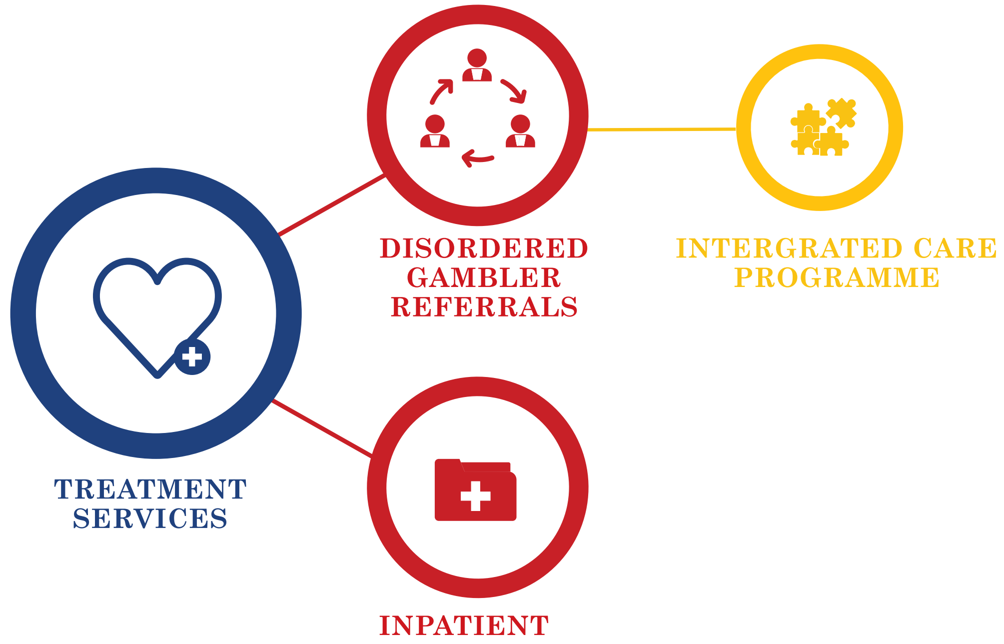
The Foundation's Treatment, Counselling & Social Services department is dedicated to working with integrity aligned to local and international standards of best practice by providing distinct services to its clients, and gaining respect and trust from its stakeholders, which include the Provincial Licensing Authorities, Licenced Operators and external Treatment Professionals. The Treatment, Counselling & Social services staff are dedicated to working according to the Foundation's values by being creative, productive, and willing to be innovative to make the Treatment, Counselling & Social Services distinct.

A summary of the descriptions of the sub-departments and operations are:

COUNSELLING SERVICES

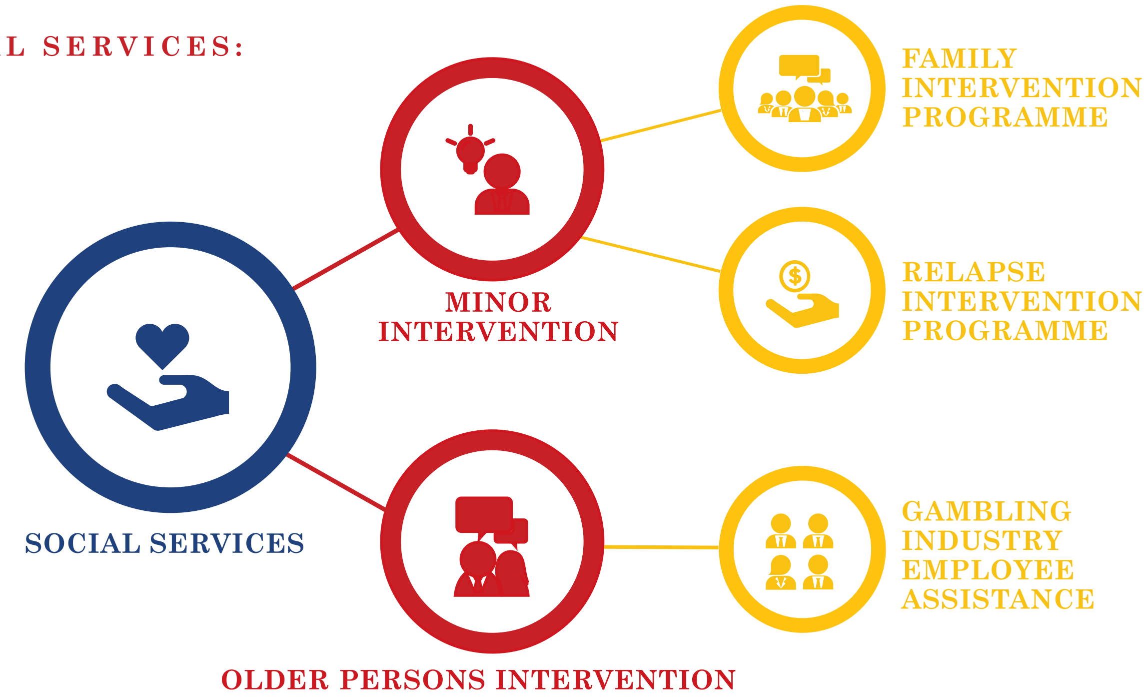
The counselling services conducted 10% of referrals sent for treatment per quarter. One annual review of the treatment, counselling, and social services protocol was completed. Furthermore, a review of the Integrated Care Programme (ICP) questionnaire was to be conducted. Continuing Professional Development (CPD) training and induction for all Treatment Professionals was conducted.

TREATMENT SERVICES:



The treatment services specifically look at issues of treatment, how many referrals were sent for treatment, letters written for self-exclusion clients and inpatient or psychiatric admissions.

SOCIAL SERVICES:



The Social Services department is a branch of the treatment and counselling department which provides support services to children and families in need. It offers direct care services to vulnerable groups, assisting them to cope with the negative consequences of gambling. The Social Services department also offers services to children in accordance with the Child Care Act (96 of 1996) as amended, as well as offering outreach programmes to communities, raising awareness about responsible gambling.

SUB-PROGRAMME 2.1: COUNSELLING SERVICES.

COUNSELLING LINE CALLS STATISTICS

The graph below consists of a total of **64 239** calls that were recorded on the Case Management System for the year under review, from 1 April 2022 to 31 March 2023. The wrong calls are attributed to online bookmaker licensee account-related query calls from punters. The Foundation is in continual engagement with specific online bookmakers to minimise punter account-related calls coming through to the NRGP toll-free counselling line.

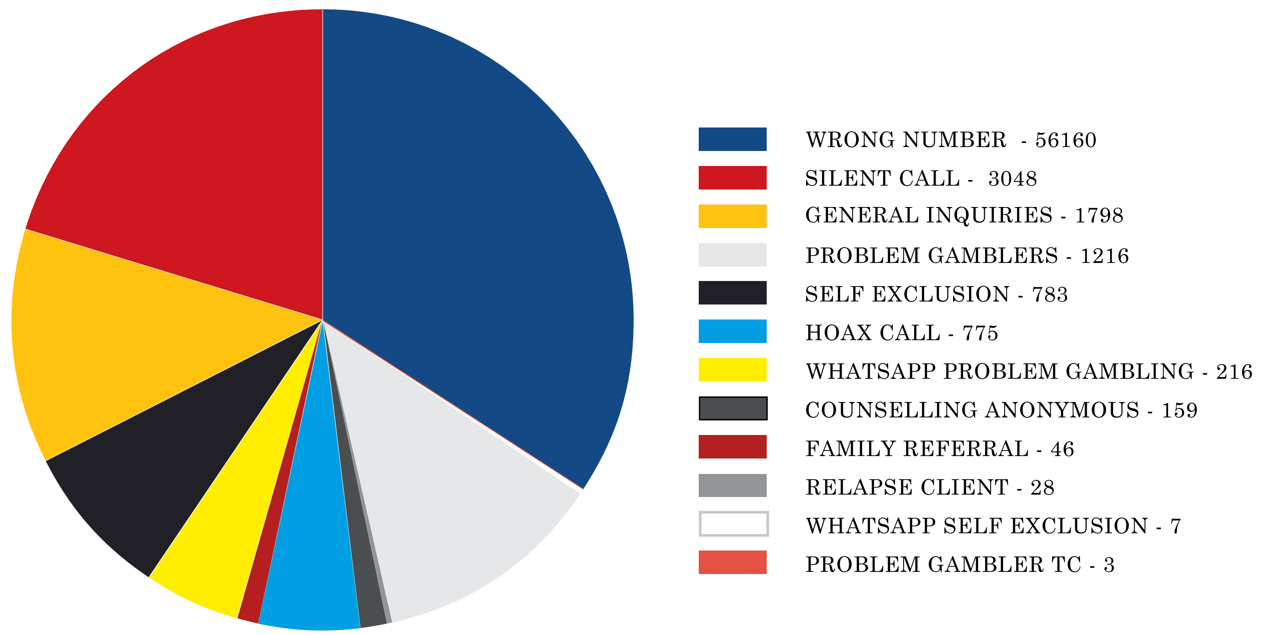


FIGURE 7: COUNSELLING LINE STATISTICS

SUB-PROGRAMME 2.2: TREATMENT SERVICES.

TREATMENT REFERRALS

The graph below shows the total numbers of referrals successfully sent for treatment. Out of the 64 239 calls recorded, a total of **2 299** were sent for treatment with the Treatment Professionals based across all provinces.

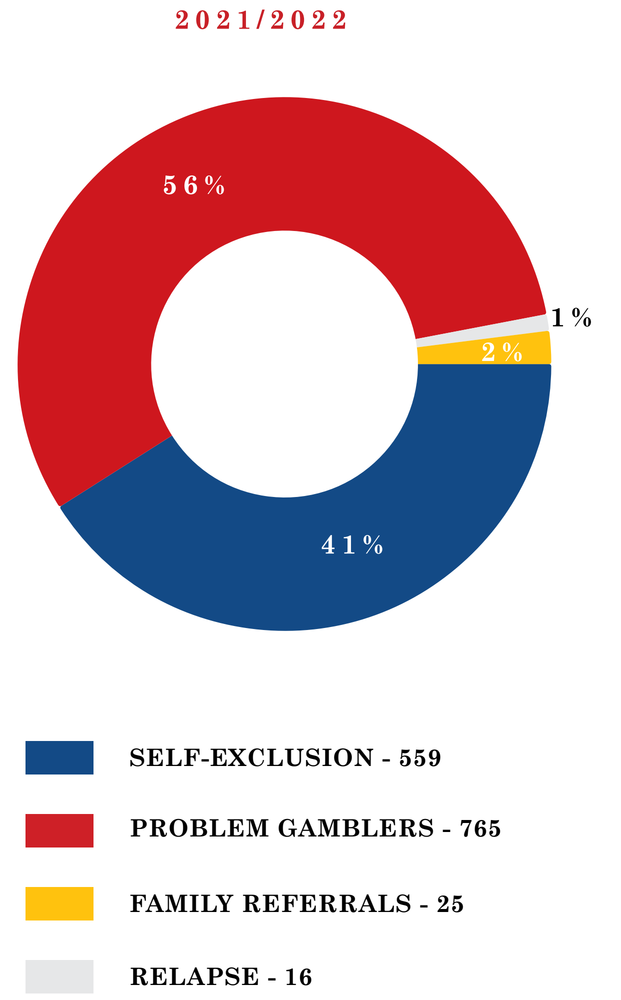


FIGURE 8: 2021/2022 TOTAL REFERRALS

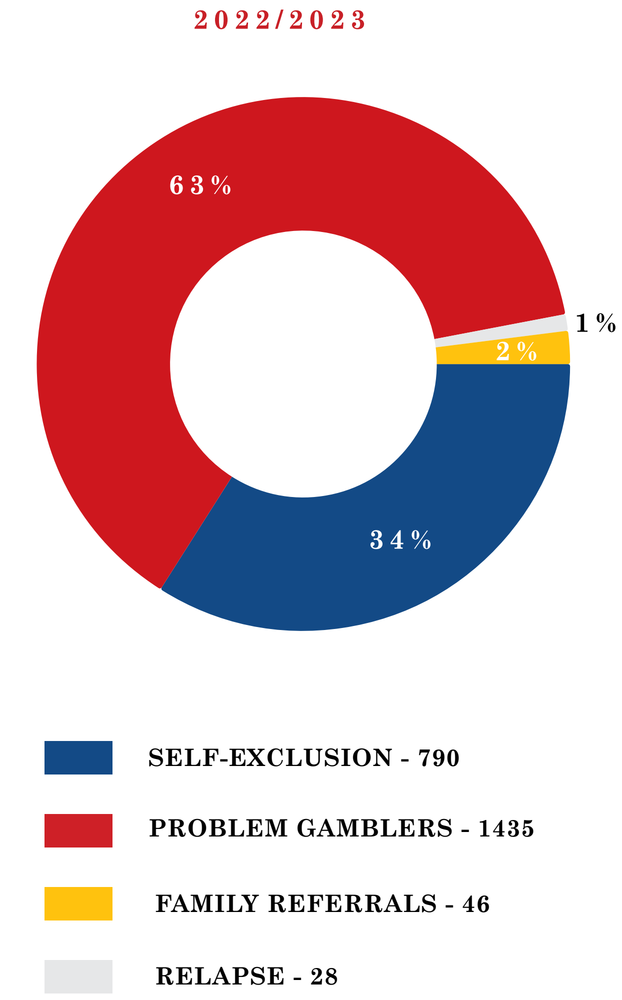


FIGURE 9: 2022/2023 TOTAL REFERRALS

GENDER & RACIAL BREAKDOWN

The gender breakdown for the treatment referrals completed in the year under review includes a total number of **1 054 females** sent for treatment and **1 245 males** sent for treatment. Family referrals comprised 33 females and 13 males; Disordered Gamblers comprised 637 females and 798 males; Relapse referrals comprised seven females and 21 males; and Self-Exclusion clients comprised 377 females and 413 males. In terms of the race classification, we had a total of 1 606 African, 179 Coloured, 232 Indians, 35 not stated and 247 Whites.

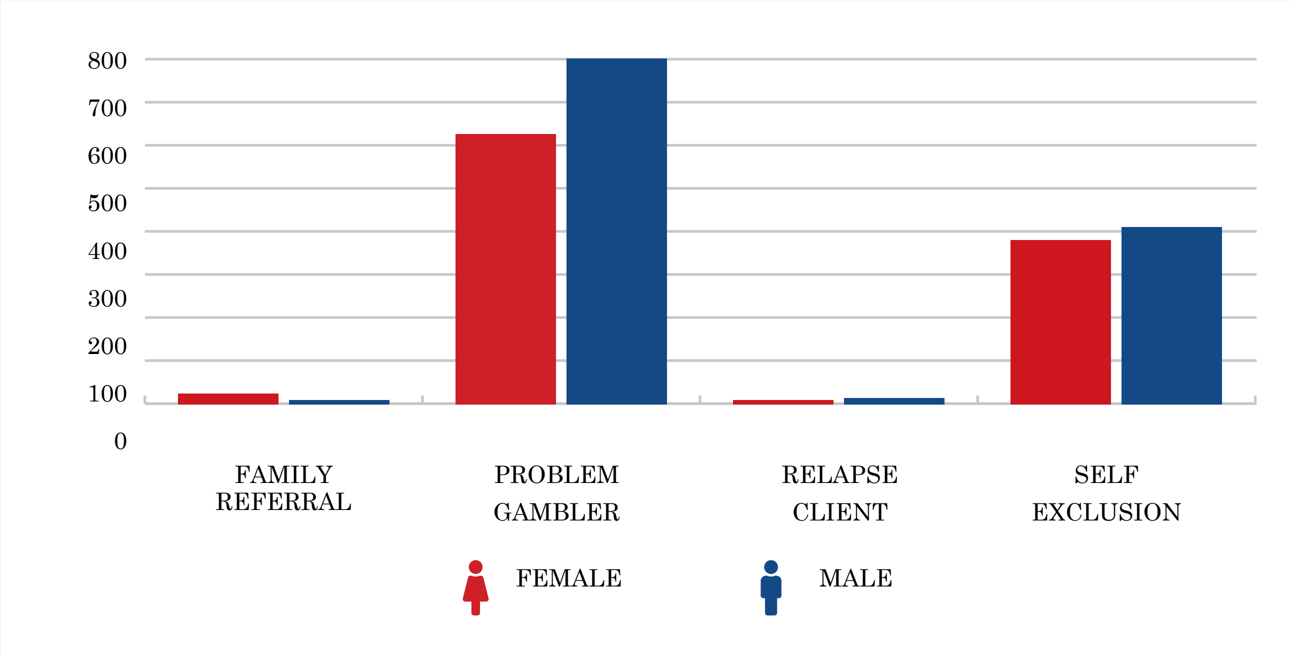


FIGURE 10: CLASSIFICATION BY GENDER

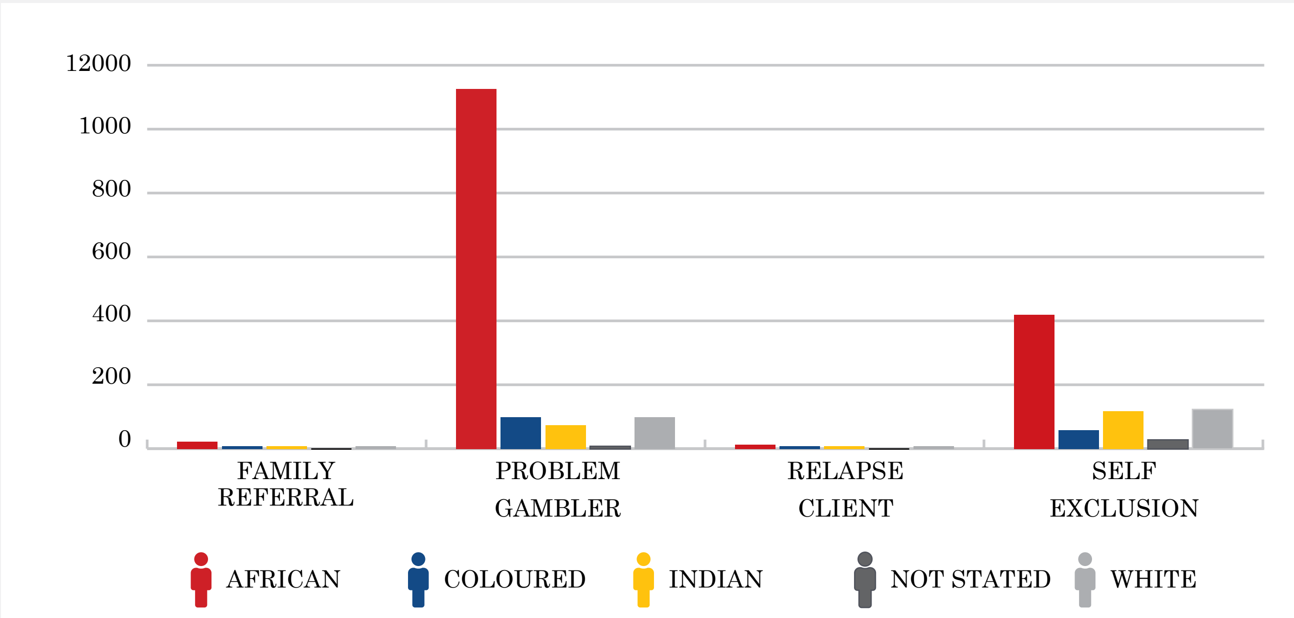


FIGURE 11: CLASSIFICATION BY RACE

PROVINCIAL BREAKDOWN

The Provincial breakdown of the referrals sent for treatment for the year under review includes a total of five who did not state which province they were sent to.

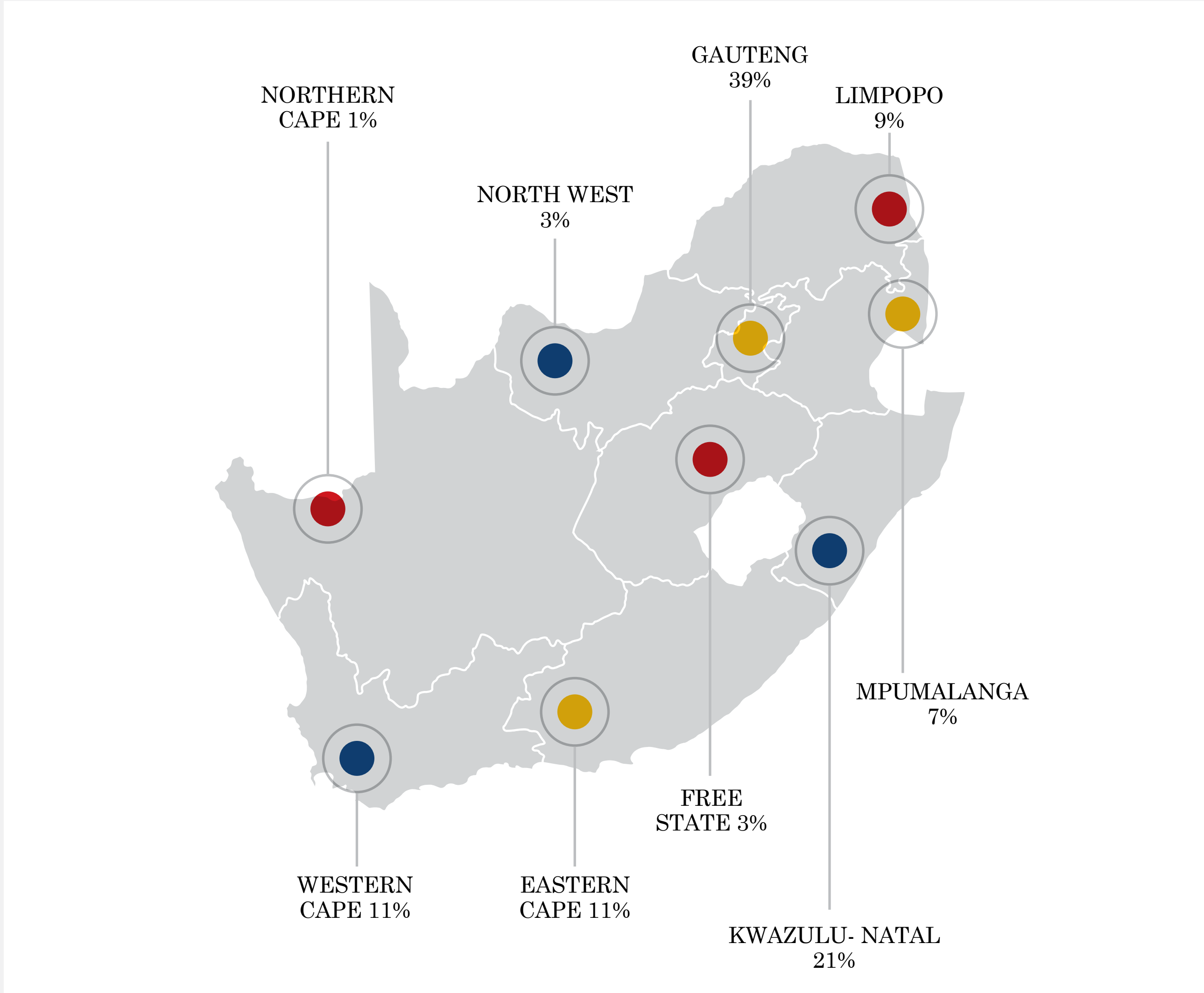
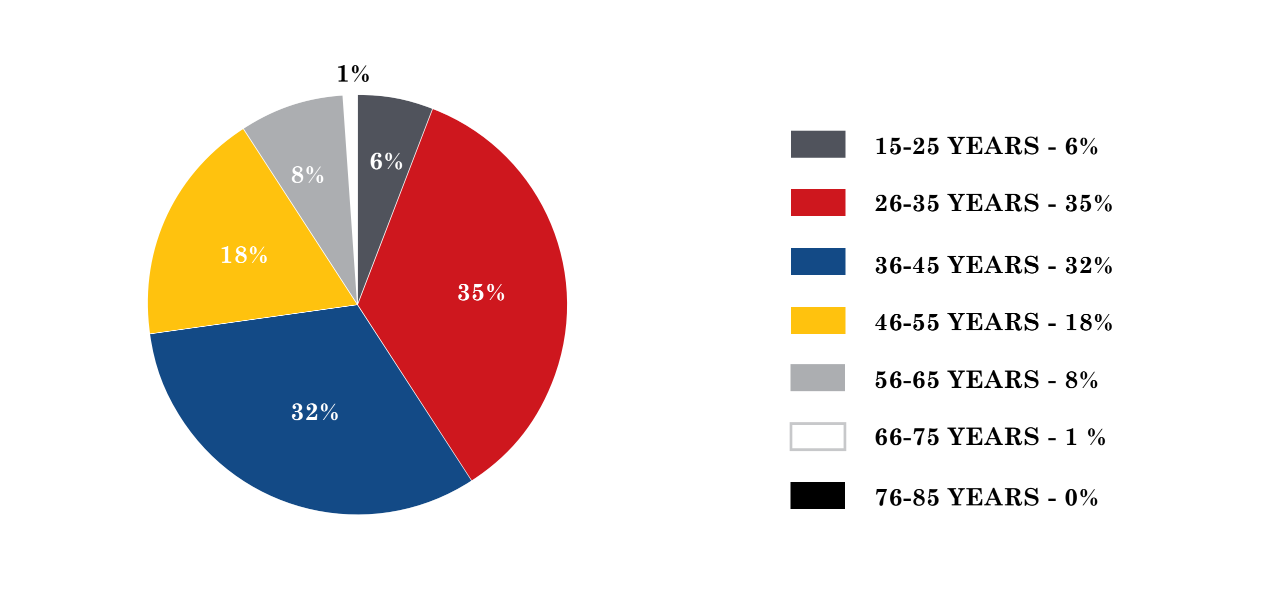


FIGURE 12: CLASSIFICATION BY PROVINCIAL BREAKDOWN

AGE GROUP

The classifications of the age groups are recorded according to youth, adults, and elderly. There were 797 referrals of individuals between the ages of **25 and 35** classified as the youth; 740 referrals were between the ages of **35 and 45** falling within the adult category; 412 referrals were between the ages of **45 and 55** which also falls within the adult category; 174 referrals were of the older adult or beginning of the elderly category from individuals between the ages of **55 and 65**; furthermore, 139 referrals were recorded from individuals between the ages of **15 and 25** classified as the youth or young adults; 33 referrals were individuals between the ages of **65 and 75** classified as the elderly and, lastly, 4 referrals were from the elderly age group consisting of individuals between the ages of **75 and 85.**

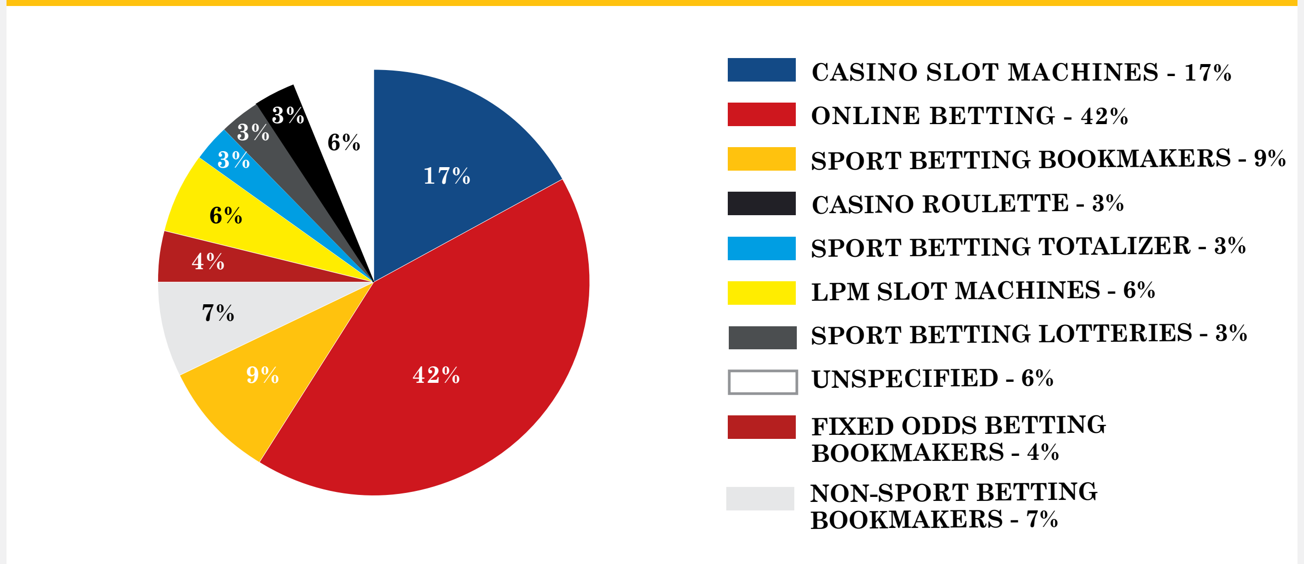
FIGURE 13: CLASSIFICATION BY AGE



GAMBLING MODE

Preferred modes of gambling that **disordered gamblers** indicated are as follows:
The graph below provides the top 10 preferred modes of gambling in descending order that disordered gamblers indicated when seeking treatment. A total of **84 patients** did not specify their preference; therefore, their **predilection remains unknown.** The most preferred mode of gambling recorded is **Online Betting** as indicated by **579 clients; 238** clients preferred gambling on **Casino Slot Machines; 127** clients expressed a preference for **Betting on Sports through Bookmakers; 98** clients indicated a preference for **Betting on Non-Sporting events through Bookmakers; 88** indicated a preference of **LPM Slot Machines; 52** clients expressed a preference for **Betting on Fixed Odds events through Bookmakers; 45** clients indicated a preference for playing **Roulette in Casinos; 34** clients mentioned a preference for **Betting on Sports through a Totalisator** and **33** expressed a preference for participating in **Sports Betting through Lotteries.**

FIGURE 14: CLASSIFICATION BY PREFERRED MODE OF GAMBLING

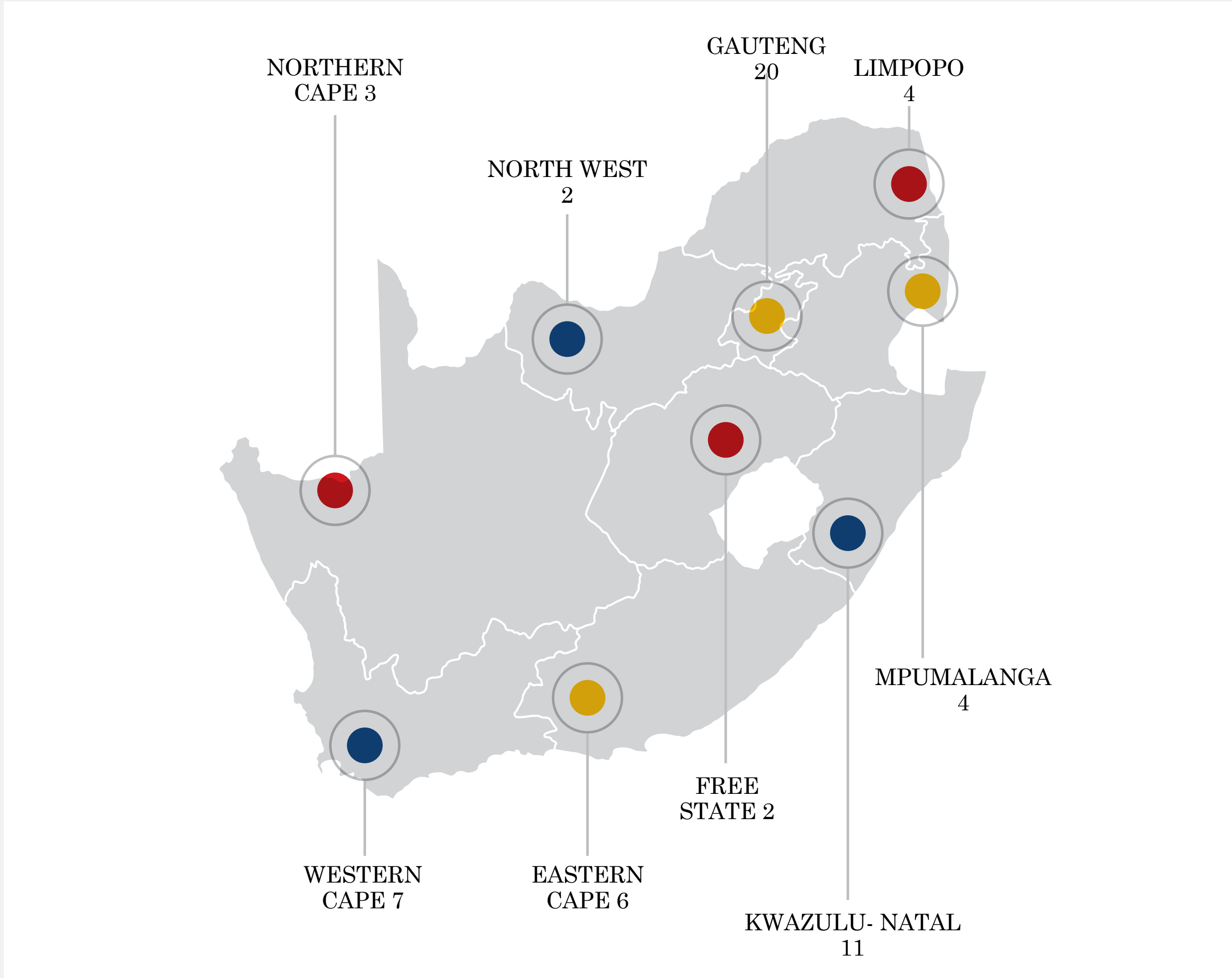


SUB-PROGRAMME 2.2: TREATMENT SERVICES.

TREATMENT STATISTICS

THE FOUNDATION'S TREATMENT PROFESSIONALS' NETWORK

The Foundation has an extended network of Treatment Professionals to enable accessibility to treatment across all provinces. The Foundation's Treatment Professionals are all qualified, experienced and registered with respective professional bodies. The provincial breakdown is as follows:



The Financial Year 2022/23 has seen the Treatment, Counselling & Social services undergoing many changes and adjustments, and these included having 16 Treatment Professionals either resigning or retiring; on the other hand, the department has further recruited new Treatment Professionals to achieve its Strategic Goal 2.

With the rising demand of therapeutic intervention in the financial year under review, the Treatment Service sub-unit has, on the Case Management System (CMS), seen a grand total of **4 925 sessions** scheduled. Of these scheduled sessions/ appointments, **3 088** were **Disordered Gambling sessions, 1 719 Self-Exclusion sessions,** **57 Relapse sessions** and only **60** were **Family Referral sessions.** One session from the grand total was **unclear** as to which case type it was categorised under.

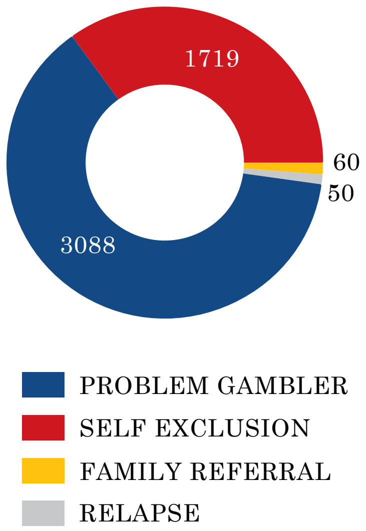


FIGURE 15: CASE TYPE

TABLE 14: TREATMENT BY REFERRAL TYPE

REFERRAL TYPE	NUMBER OF SESSION TREATED	NUMBER OF SESSIONS CANCELLED	NUMBER OF SESSIONS CANCELLED	NUMBER OF NO SHOWS	GRAND TOTAL
DISORDERED GAMBLERS	2090	335	317	346	3088
SELF-EXCLUSION	1 312	123	173	111	1719
FAMILY REFERRALS	42	6	9	3	60
RELAPSE	39	9	5	4	57
TOTAL	**3 483**	**473**	**504**	**464**	**4924**

EXTERNAL TREATMENT PROFESSIONALS TREATMENT STATISTICS

In the year under review the Treatment, Counselling & Social Services department stretched its search of new Treatment Professionals to ensure that psychotherapeutic intervention is accessible countrywide including in neighbouring countries. New Treatment Professionals immediately hit the ground running and those who were with the Foundation from previous years continued providing our clients with comprehensive and confidential treatment and counselling. For this financial year, based on the appointments made on the CMS, a total number of **2 668** treatment sessions were from external Treatment Professionals. Problem Gambling sessions were the highest treated sessions, followed by Self-Exclusion sessions, then Family Referrals, while Relapse sessions were the lowest treated sessions.

INTERNAL TREATMENT PROFESSIONAL STATISTICS 2022/23

In the Financial Year under review, the Treatment Services welcomed two new interns who are undergoing training and are conducting sessions under supervision. Furthermore, the Foundation received two students from the South African College of Applied Psychology (SACAP) who conduct their practical as part of their academic requirements. The Treatment services is responsible to train and supervise these students; they do observation and thereafter, conduct sessions under supervision.

The Internal Treatment Professionals immensely assisted in offering comprehensive treatment, counselling and social services to clients who were/are situated far from Treatment Professionals in their respective provinces and have conducted virtual or/and telephonic counselling sessions. These Treatment Professionals have also been seeing clients who stay in towns closer to where the Foundation's offices are situated (Johannesburg, Gauteng province). **The Internal Treatment Professionals** have conducted **815 sessions,** of which **319** were **Disordered Gambler** sessions, **491** were **Self-exclusions, 42 Family sessions** and **4 Relapse sessions.**

INPATIENT ADMISSION/PSYCHIATRIC EVALUATION 2022/23

The Foundation offers inpatient admission, psychiatric evaluation, and medication (once the prescribed medicine is recommended by the psychiatrist to the client). In the Financial Year under review, the Foundation had **nine inpatient clients** who were referred for rehabilitation and consultation for the purpose of psychiatric evaluation.

IMPATIENT ADMISSION/PSYCHIATRIC EVALUATION BREAKDOWN

QUARTER 1 (APRIL–JUNE 2022)

In quarter 1, one **female** client **(41 years old)**, whose primary **diagnosis was Disordered Gambling and comorbid with suicidal ideation,** was admitted at Elim Clinic in Kempton Park; she was referred by a Treatment Specialist from the Foundation. The client was admitted on the 7th of June 2022 and discharged on the 27th of June 2022; **she stayed there for a period of 21 days.** She further attended **two aftercare (outpatient) sessions** with the Foundation's Treatment Professional.

QUARTER 2 (JULY–SEPTEMBER 2022)

We had two inpatient clients, one female and one male. The first client was a **38-year-old male**. He was admitted at the rehabilitation centre for a **period of 12 days.** He was admitted on the 23rd of August and discharged on the 3rd of September. His primary **diagnosis was a Gambling Disorder** and was referred by the Foundation's external Treatment Professionals. The client **did not attend the aftercare programme** (outpatient sessions) subsequently after being discharged.

The second client to be admitted was a **35-year-old female.** She was admitted on the 26th of September 2022 and discharged on the 3rd of October 2022. The client's primary diagnosis was a **Gambling Addiction.** She received a prescription which the Foundation covered the cost for. She stayed at the rehabilitation centre for a minimum period of seven days. Since being discharged in October 2022, she has never attended aftercare sessions provided by the Foundation.

QUARTER 3 (OCTOBER–DECEMBER 2022)

The Foundation referred two inpatient clients for rehabilitation. Both were **males;** one was admitted in October 2022 while the other was admitted in December 2022. One of these clients, **aged 54,** had **relapsed,** and was referred by a Treatment Professional affiliated with the Foundation. The client was primarily diagnosed with a **Gambling Addiction** and attended **nine individual sessions** and **28 therapy group sessions, four pastoral group sessions** and **three motivational group sessions.** The client was admitted for a minimum period of 20 days at the Elim clinic in Kempton Park. He has **not attended the aftercare programme** as yet.

The second client admitted was a **26-year-old client.** He was admitted on the 27th of December 2022 at AKESO clinic in Pretoria and stayed there for a period of **14 days.** This client was **primarily diagnosed with Major Depressive Episode** and his **secondary diagnosis was a Gambling Disorder.** The client attended **26 individual sessions, 14 with a psychiatrist and 12 with a psychologist.** Prior to attending further sessions, the psychiatrist recommended a brain scan for the client to confirm a diagnosis of a Gambling Disorder. Subsequent to being discharged on the 9th of January 2023, the client has **not attended any aftercare programme/** outpatient programme.

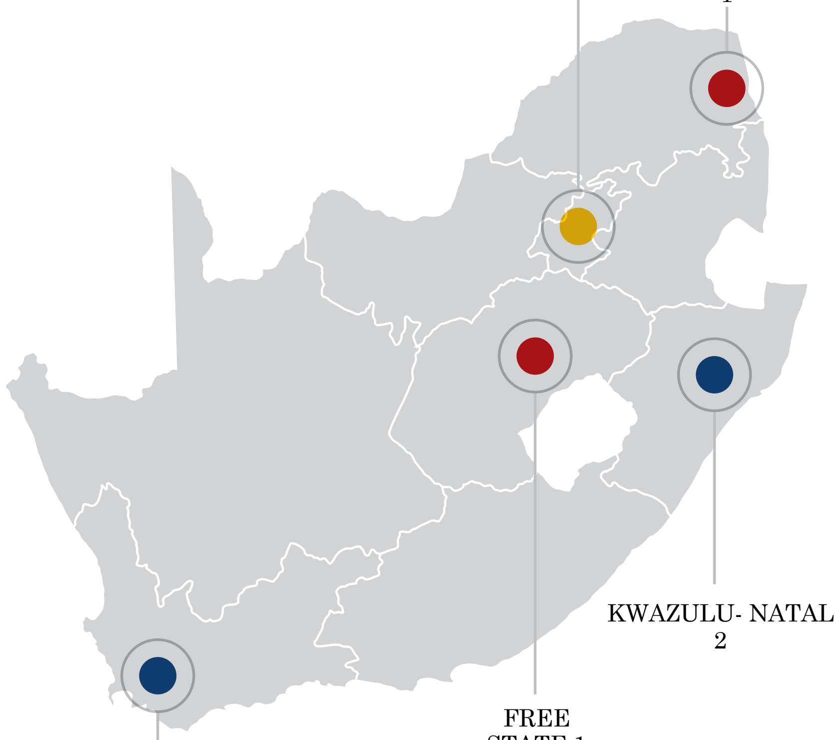
QUARTER 4 (JANUARY–MARCH 2023)

The Foundation had **four inpatient** clients who had consulted psychiatrists for the purpose of a Psychiatric evaluation and one of these clients was ultimately admitted at a private hospital. The first client was a **52-year-old female** who consulted for the purpose of a psychiatric evaluation. The psychiatrist recommended two consultations, however, the client attended only one session. She was referred by one of the Foundation's external Treatment Professionals, and the client was primarily diagnosed with **Major Depressive Episode.** She was scheduled to attend further outpatient sessions; however, she **did not attend the sessions.**

The second client was a **36-year-old female,** who consulted on the 9th of February 2023 and the psychiatrist recommended that she required immediate hospitalisation as she was having **suicidal ideations** and needed medication as well as **Cognitive Behaviour Therapy.** The client was diagnosed to be suffering from a Gambling Disorder with a comorbid **bipolar disorder**. She was subsequently admitted to a private hospital for **14 days.** The client has **not attended the aftercare programme** as yet.

The third client who was referred for psychiatric evaluation was a **23-year-old male.** He was referred by one of the Foundation's external Treatment Professionals. He attended one Psychiatric consultation session in February 2023. The client further **continued attending the outpatient programme** with his assigned Treatment Professional. The last client who attended a Psychiatric evaluation consultation was a **33-year-old female.** She was referred for **two consultations** with a psychiatrist. She only attended **one session** which she attended on the 4th of March 2023 and her follow-up session was set for the 24th of March 2023, which she did not attend. The client **has not yet attended** the aftercare programme.

THE TOTAL OF NINE INPATIENT CLIENTS WERE FROM THE FOLLOWING PROVINCES:



GENDER

5 MALES

4 FEMALES

MARITAL STATUS

5 SINGLE
3 MARRIED
1 ENGAGED

EMPLOYMENT TYPE

6 FULL-TIME EMPLOYED
2 UNEMPLOYED
1 STUDENT

SUB-PROGRAMME 2.2: TREATMENT SERVICES.

SELF-EXCLUSION INTERVENTION

This section looks at activities pertaining to the self-exclusion intervention. A detailed comparative analysis is provided which consists of the number of sessions attended, gender breakdown, motivating factors for gambling exclusion and upliftment, number of upliftments issued, period waited before uplifting and type of exclusion individuals applied for.

NUMBER OF LETTERS WRITTEN IN FY 2022/2023 (UPLIFTMENT & NON- UPLIFTMENTS)

The total number of letters written for the financial year 2022–2023 was 539. In quarter one, 113 letters were written; in quarter two, 147 letters were written; in quarter three 137 letters were written; and in quarter four, 142 letters were written.

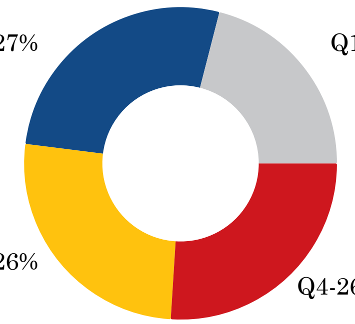


FIGURE 16: TOTAL ANNUAL SE LETTERS

TABLE 15:DEMOGRAPHIC ANALYSIS

Chinese	10
Coloured	43
White	86
Indian	99
African	279
Not Stated	22
GRAND TOTAL	**539**

TABLE 16: PROVINCIAL AND GENDER BREAKDOWN

PROVINCES	FEMALE	MALE	TOTAL
North West	2	7	**9**
Northern Cape	1	6	**7**
Free State	13	11	**24**
Eastern Cape	21	12	**33**
Limpopo	21	17	**38**
Mpumalanga	20	24	**44**
Western Cape	24	37	**61**
Kwazulu-Natal	55	54	**109**
Gauteng	81	133	**214**
TOTAL	**238**	**301**	**539**

SESSION ATTENDED & PROVINCIAL BREAKDOWN

TABLE 17: SESSIONS PER PROVINCE

	SESSIONS								
PROVINCES	ONE	THREE	EIGHT	TWO	SIX	SEVEN	FOUR	FIVE	GRAND TOTAL
North West	1	4		4					**9**
Northern Cape		2		5					**7**
Free State	1	11		12					**24**
Eastern Cape	2	22		9					**33**
Limpopo	2	20	1	15					**38**
Mpumalanga	5	25	1	13					**44**
Western Cape	1	30		19	9	1	1		**61**
KwaZulu-Natal	2	54		53					**109**
Gauteng	22	123		66			2	1	**214**
GRAND TOTAL	**36**	**291**	**2**	**196**	**9**	**1**	**3**	**1**	**539**

SELF-EXCLUSION TYPE AND WAITING PERIOD

The National Gambling Act 2004 describes self-exclusion as follows:

(1) A person who wishes to be prevented from engaging in any gambling activity may register as an excluded person by submitting a notice to that effect in the prescribed manner and form at any time.

TYPES OF SELF-EXCLUSION

The South African Responsible Gambling Foundation has classified self-exclusion into three types:

1. One Particular Casino
2. Provincial
3. National

One Particular Casino/Specified Self-Exclusion: Punters who choose this type of exclusion are those who wish to be excluded from a specific casino, e.g., desiring to be banned from Emperor's Palace. However, through counselling and completion of summary reports, the Foundation has taken note of the lack of understanding that if a certain casino is under an operating license, e.g., a casino under Sun International, their application may be considered as a provincial self-exclusion. This is one of the issues that self-exclusion officers need to address and help clients understand during the process of guiding punters to complete the ban application.

Provincial: Punters who choose this type of exclusion are those who wish to be excluded from all casinos in a particular province that they reside in or often visit for recreational purposes.

National: Punters who choose this type of exclusion are those who wish to be excluded from all casinos nationally. Time periods range from six months to over five years.

In the financial year 2022–2023 we had 156 punters who applied for national self-exclusion, 16 who did not state which self-exclusion they applied for, 309 who applied for one particular casino and 58 who applied for provincial self-exclusion.

TABLE 18: SELF-EXCLUSION BY TYPE

Months waited before self-exclusion upliftment	National	Not Stated	One Particular Casino	Provincial	Grand Total
1 – 2 years	22	4	32	12	**70**
2 – 3 years	25	3	27	5	**59**
3 – 4 years	8		18	4	**30**
4 – 5 years	9		8	4	**21**
5 years & above	29	3	45	9	**86**
6 months – 1 year	23	1	55	11	**90**
Never Stopped	38	4	123	14	**179**
Not Stated	2	1	1		**4**
Grand Total	**156**	**16**	**309**	**58**	**539**

GAMBLED DURING SELF-EXCLUSION AND TYPE OF EXCLUSION

As the Foundation we are interested in establishing which individuals gambled during the period of their self-exclusion and which self-exclusion they had signed up for.

TABLE 19: GAMBLING DURING THE PERIOD OF SELF-EXCLUSION				
TYPE OF SELF-EXCLUSION	**NO**	**NOT STATED**	**YES**	**GRAND TOTAL**
National	117	1	38	156
Not Stated	11	1	4	16
One Particular Casino	186		123	309
Provincial	44		14	58
GRAND TOTAL	**358**	**2**	**179**	**539**

REASONS FOR SELF-EXCLUSION

One of the things we try to establish during the process of completing the summary report for self-exclusion clients is acquiring an understanding of why they apply for the self-exclusion. Some of the reasons are tabled below. In addition, it is interesting to also investigate their reasons for gambling while discovering whether they still gambled during their time of exclusion.

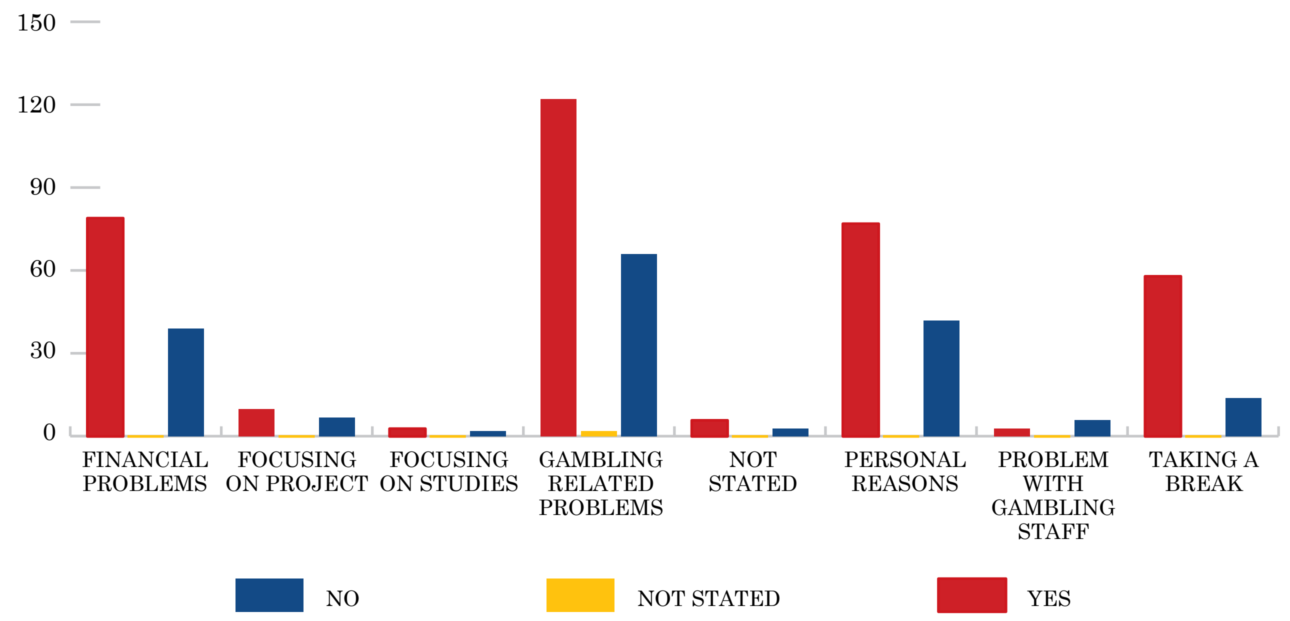


FIGURE 17: REASONS FOR SELF-EXCLUSION

PG-YBOCS ASSESSMENT

During the self-exclusion sessions clients are assessed by means of the Yale-Brown Obsessive Compulsive Scale, which essentially measures the severity and change in gambling disorder symptoms over a recent interval (usually within the past one to two weeks). It is a 10-item scale divided into gambling thoughts/urges and gambling-related behaviour. The scoring for the PG-YBOCS ranges from 0 with no symptoms to 40 with extreme symptoms. A total of 0–5 indicates a subliminal range, 6–11 mild, 12–23 moderate, 24–29 severe and 30–40 extreme. Below is a report on the findings based on the submitted report.

GAMBLING URGES/THOUGHTS

A total of 383 individuals scored from 0–5 (subliminal range), 101 individuals scored from 6–11 (mild), 20 individuals scored from 12–23 (moderate), and 1 individual scored from 24–29 (severe). We had a total of 34 individuals whose scores were not presented or captured on their summary reports.

GAMBLING BEHAVIOUR

A total of 396 individuals scored from 0–5 (subliminal range), 83 individuals scored from 6–11 (mild), and 25 individuals scored from 12–23 (moderate). We had a total of 34 individuals whose scores were not presented or captured on their summary reports.

TABLE 20: GAMBLING URGES	
GAMBLING URGES	**COUNT OF GAMBLING URGES**
0-5	383
6–11	101
12–17	19
18–23	1
24–29	1
Not Stated	34
GRAND TOTAL	**539**

TABLE 21:GAMBLING BEHAVIOUR	
GAMBLING BEHAVIOUR	**COUNT OF GAMBLING BEHAVIOUR**
0–5	396
6–11	83
12–17	23
18–23	2
Not Stated	35
Grand Total	**539**

GAMBLING HISTORY QUESTIONNAIRE (SCI-GD)

Grant et al. (2004) describe the SCI-GD questionnaire as a clinician administered structured interview, which assesses the DSM-5 Gambling Disorder diagnostic manual inclusion criteria and exclusion criteria of gambling due to manic episodes as well as assessment of diagnostic severity. The SARGF Treatment Professionals make use of the 10-item questions regarding behaviours (frequency, expenditure, intensity). The tables below focus on the responses given by clients during the assessment of the Sci-Gd. Each of the questions have a code criterion as follows: Absent with a usual score of 1; Subthreshold with a score of 2, and True with a scoring of 3. The table below only provides the total number of individuals who presented for Absent, Subthreshold, True and Not Stated. Unfortunately, no calculations were made based on the scoring codes to give an indication of whether the 539 individuals met the criteria for Mild, Moderate, Severe or Extreme concerning their Gambling Disorder.

PREOCCUPATION WITH GAMBLING

The first question of the assessment used within the Foundation's SCI-GD questionnaire is the preoccupation with gambling. From the 539 individuals whose summary reports were submitted, 251 individuals scored for Absent when it came to their preoccupation with gambling, 52 scored for not stated, 106 scored for Sub-threshold and 130 scored for True.

GAMBLES AS A WAY OF RELIEVING A DYSPHORIC MOOD

In terms of the second question of the SCI-GD, this identifies individuals who gamble as a way of escaping from their problems. A total of 329 answered for Absent, 21 scored for not stated, 59 scored for Subthreshold and 130 scored for True.

TABLE 22:PREOCCUPATION WITH GAMBLING

PREOCCUPATION WITH GAMBLING	COUNT
ABSENT	251
NOT STATED	52
SUBTHRESHOLD	106
TRUE	130
GRAND TOTAL	539

TABLE 23:GAMBLES AS A WAY OF RELIEVING A DYSPHORIC MOOD OR AS A WAY OF ESCAPING FROM PROBLEMS

GAMBLING BEHAVIOUR	COUNT
ABSENT	329
NOT STATED	21
SUBTHRESHOLD	59
TRUE	130
GRAND TOTAL	539

INCREASING MONEY SPENT ON GAMBLING

In terms of individuals who were asked whether they were increasing the money spent on gambling, from the 539 reports we received, 239 scored for Absent, 19 scored for not stated, 39 scored for Subthreshold and 249 scored for True.

CHASING AFTER GAMBLING LOSSES

In terms of chasing after gambling losses, out of the 539 reports we received, 269 scored for Absent, 19 scored for not stated, 15 scored for Subthreshold and 236 individuals scored for True.

TABLE 24: INCREASING MONEY ON GAMBLING

PREOCCUPATION WITH GAMBLING	COUNT
ABSENT	236
NOT STATED	19
SUBTHRESHOLD	39
TRUE	245
GRAND TOTAL	539

TABLE 25: CHASING AFTER GAMBLING LOSSES

CHASING AFTER GAMBLING LOSSES	COUNT
ABSENT	269
NOT STATED	19
SUBTHRESHOLD	15
TRUE	236
GRAND TOTAL	539

LYING ABOUT GAMBLING

In terms of the lying about gambling, of the 539 individuals, 328 responded with Absent, 19 scored for not stated, 19 scored for Subthreshold and 173 scored for True.

GAMBLING AND DAMAGING/PROBLEMATIC CONSEQUENCES

In terms of establishing whether gambling has had any damaging/problematic consequences towards the 539 individuals, 365 scored for Absent, 23 scored for not stated, 38 scored for Subthreshold and 113 scored for True.

TABLE 26:LYING ABOUT GAMBLING

LYING ABOUT GAMBLING	COUNT
ABSENT	328
NOT STATED	19
SUBTHRESHOLD	19
TRUE	173
GRAND TOTAL	539

TABLE 27: GAMBLING AND DAMAGING/ PROBLEMATIC CONSEQUENCES

GAMBLING AND DAMAGING/ PROBLEMATIC CONSEQUENCES	COUNT
ABSENT	365
NOT STATED	23
SUBTHRESHOLD	38
TRUE	113
GRAND TOTAL	539

STOPPING OR CUTTING BACK GAMBLING

When the Treatment Professionals established whether clients tried stopping or cutting back on gambling, of the 539 individuals, 197 scored for Absent, 21 scored for not stated, 89 scored for Subthreshold and 232 scored for True.

RESTLESSNESS AND IRRITABILITY WHEN CUTTING BACK

The scoring for restlessness and irritability when cutting back is as follows: 404 scored for Absent, 22 scored for not stated, 9 scored Subthreshold and 104 scored for True.

TABLE 28: STOPPING OR CUTTING BACK GAMBLING

STOPPING OR CUTTING BACK GAMBLING	COUNT
ABSENT	197
NOT STATED	21
SUBTHRESHOLD	89
TRUE	232
GRAND TOTAL	539

TABLE 29: RESTLESSNESS AND IRRITABILITY WHEN CUTTING BACK

RESTLESSNESS AND IRRITABILITY WHEN CUTTING BACK	COUNT
ABSENT	404
NOT STATED	22
SUBTHRESHOLD	9
TRUE	104
GRAND TOTAL	539

LENDING MONEY FOR GAMBLING

The scoring for lending money for gambling which was posed to the 539 individuals is as follows: 380 scored for Absent, 23 scored for not stated, 10 scored for Subthreshold and 126 scored for True.

ILLEGAL GAMBLING

When it came to individuals who were asked about whether they had done something illegal to fund their gambling behaviour, 501 scored for Absent, 33 scored for not stated, 1 scored for Subthreshold and 4 scored for True.

TABLE 30: LENDING MONEY FOR GAMBLING

LENDING MONEY FOR GAMBLING	COUNT
ABSENT	380
NOT STATED	23
SUBTHRESHOLD	10
TRUE	126
GRAND TOTAL	539

TABLE 31: ILLEGAL GAMBLING

ILLEGAL GAMBLING	COUNT
ABSENT	501
NOT STATED	33
SUBTHRESHOLD	1
TRUE	4
GRAND TOTAL	539

INSIGHT/LIMITED INSIGHT

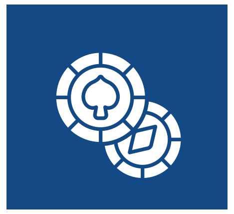
In summary of the above report, from the letters that were written and issued and from the 539 individuals who attended treatment with the Foundation, we have identified that 524 had insight when it comes to their understanding of their vulnerability to possibly developing a gambling disorder, while 14 had limited insight regarding their vulnerability towards developing a gambling disorder.

TABLE 32: GAMBLING DURING SELF-EXCLUSION

GAMBLED DURING SELF-EXCLUSION?	COUNT OF GAMBLED DURING SELF-EXCLUSION			
INSIGHT/LIMITED INSIGHT	NO	NOT STATED	YES	GRAND TOTAL
INSIGHT	348	2	175	525
LIMITED INSIGHT	10		4	14
GRAND TOTAL	358	2	179	539

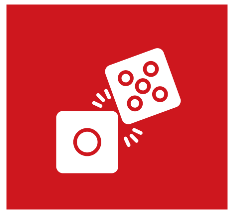
SUB-PROGRAMME 2.3: SOCIAL SERVICES.

The Social Services unit is a sub-department of the Treatment, Counselling and Social Services department. It was piloted in the year under review to expand on the current National Responsible Gambling Programme services and focuses more on providing services to families impacted by the potential harmful effects of disordered gambling and prevention and protection of vulnerable groups.



MINOR INTERVENTIONS:

In the year under review, the Social Services unit received **two referrals for minor intervention** through the prevention programme, Taking Risks Wisely Schools Programme. The referrals were sent to the Family and Marriage Society of South Africa (FAMSA) for further intervention, as the clients did not want their parents to know that they were gambling and firmly declined to provide the Foundation with their parents' contact details.



OLDER PERSONS INTERVENTIONS:

The year under review, the Social Services unit conducted **two older persons interventions programmes**. The first was an awareness session at an old age home where the elderly were given information about responsible gambling and tips on how to manage a healthy gambling behaviour. The second older persons intervention was done at the National Department of Transport offices retirement planning session. This was presented in a presentation style format where the older employees were given information about the negative effects of a gambling programme and the strategies they could use so that they do not develop a gambling problem.

GAMBLING INDUSTRY EMPLOYEE ASSISTANCE PROGRAMME

The Social Services unit piloted the Employee Assistance Programme (EAP) in Limpopo with Hollywoodbets. A total of 440 employees from 11 different branches attended the sessions, including branch managers, team leaders, betting clerks, housekeepers, security personnel and promoters. The employees had insight into what gambling is and how it can affect them as gaming workers and their customers. The age group of employees was between 25 and 60. The employees were African and Coloured. The gender breakdown was 137 males and 303 females.

A self-help quiz in the form of an anonymous online survey, which provides licenced operators an overview of how many employees have shown risk of potentially developing a gambling problem, was provided to the employees. The employees who felt they may be at risk were encouraged to contact the National Responsible Gambling Problem Employee Crisis Line for voluntary free and confidential Counselling.

The table below provides a summary of the 119 Limpopo Hollywoodbets' employees' responses to the quiz.

TABLE 33: EMPLOYEE SELF-QUIZ

QUESTION	YES	NO
DO YOU ALWAYS THINK OF GAMBLING?	15	102
DO YOU USE GAMBLING TO AVOID YOUR PERSONAL PROBLEMS?	8	109
HAS YOUR URGE FOR GAMBLING DIRECTLY RELATED TO YOUR EXPOSURE TO GAMBLING AT WORK?	12	105
HAVE YOU EVER LIED ABOUT YOUR GAMBLING BEHAVIOUR TO SOMEONE?	13	104
HAS GAMBLING CREATED PROBLEMS IN YOUR LIFE?	9	108
HAVE YOUR EVER TRIED TO STOP GAMBLING?	42	75
DID YOU SUCCEED TO STOP GAMBLING?	30	7
WHEN YOU TRIED TO STOP GAMBLING, DID IT AFFECT YOUR MOOD?	7	108
HAVE YOU EVER BORROWED MONEY TO GAMBLE?	10	104

HOLLYWOODBETS' LIMPOPO EMPLOYEES' DISTRIBUTION BY DISTRICTS

01 PHALABORWA DISTRICT

26 employees attended the Employee Assistance Programme. The breakdown is as follows:

- 19 betting clerks (10 African females and 9 African males)
- 1 male branch manager
- 2 male security personnel
- 2 female team leaders and 2 male team leaders

02 MOKOPANE DISTRICT

60 employees attended the Employee Assistance Programme. The breakdown is as follows:

- 45 betting clerks (27 African females and 18 African males)
- 1 African branch manager
- 4 African female housekeepers
- 8 team leaders (7 females and 1 male)

03 TZANEEN DISTRICT

33 African employees attended the Employee Assistance Programme. The breakdown is as follows:

- 20 betting clerks (12 African females and 7 African males)
- 3 African housekeepers (2 females and 1 male)
- 4 male security personnel
- 6 team leaders (4 females and 2 males)

04 POLOKWANE DISTRICT

57 Employees attended the Employee Assistance Programme. The breakdown is as follows:

- 34 betting clerks (18 African females and 16 African males)
- 4 housekeepers (3 African females and 1 African male)
- 6 promoters (4 African females and 2 African males)
- 4 African male security personnel
- 9 team leaders (4 African females and 5 African males)

05 MUSINA DISTRICT

53 employees attended the Employee Assis-tance Programme. The breakdown is as follows:

- 2 African male bartenders
- 30 betting clerks (21 African females and 9 African males)
- 1 African female branch manager
- 7 African male housekeepers
- 7 African male security personnel
- 6 team leaders (2 African females and 4 African males)

06
MAKHADO DISTRICT

31 Employees attended the Employee Assistance Programme. The breakdown is as follows:

- 22 betting clerks (20 African females and 2 African males)
- 2 African male housekeepers
- 1 African male branch manager
- 3 African male security personnel
- 3 team leaders (2 African females and 1 African male)

07
MALAMULELE DISTRICT

24 Employees attended the Employee Assistance Programme. The breakdown is as follows:

- 16 betting clerks (9 African females and 7 African males)
- 1 African female housekeeper
- 1 African male branch manager
- 3 African male security personnel
- 3 team leaders (2 African females and 1 African male)

08
GIYANI DISTRICT

57 Employees attended the Employee Assistance Programme. The breakdown is as follows:

- 43 betting clerks (26 African females and 17 African males)
- 5 African female housekeepers
- 1 African male branch manager
- 4 African male security personnel
- 4 team leaders (2 African females and 2 African males)

09
THOHOYANDOU DISTRICT

53 Employees attended the Employee Assistance Programme. The breakdown is as follows:

- 37 betting clerks (25 African females and 12 African males)
- 4 housekeepers (2 African males and 2 African females)
- 1 African male branch manager
- 4 African male security personnel
- 2 promoters (1 African male and 1 African female)
- 5 team leaders (3 African females and 2 African males)

10
BELA-BELA DISTRICT

30 Employees attended the Employee Assistance Programme. The breakdown is as follows:

- 19 betting clerks (17 African females and 2 African males)
- 4 housekeepers (2 African male and 2 African females)
- 3 African male security personnel
- 4 team leaders (3 African females and 1 African male)

11
BURGERSFORT DISTRICT

45 Employees attended the Employee Assistance Programme. The breakdown is as follows:

- 33 betting clerks (30 African females, 2 African males and one employee who opted not to disclose their gender)
- 4 African female housekeepers
- 2 African female and 1 male security personnel
- 5 team leaders (2 African females and 3 African males)

INTEGRATED CARE PROGRAMME

The Integrated Care Programme (ICP) is a programme through which the counsellors contact 10% of the clients who have been referred for counselling as part of the Foundation's treatment programme. The ICP is conducted quarterly according to the Annual Operational Plan. It is an assessment used to evaluate the long-term effectiveness of the telephone line and counselling sessions.

Clients are called within the first, second and possibly third month of attending treatment with the Foundation. A series o questions in the form of a questionnaire are to be answered, and counsellors are to record the responses on the Case Management System (CMS).

Out of the **2 299** referrals done, **1 623** calls were made from the Integrated Care Programme (ICP), with the breakdown being as follows: Quarter 1 had a total of **210 calls made**, Quarter 2 had **449 calls made,** Quarter 3 had 498 calls made and in Quarter 4 we had **466 calls made.** The intention was to identify which of the referrals managed to attend sessions and who did not attend sessions. In addition, it was also important to establish the reasons for non-attendance for treatment, and of those who indicated having attended the sessions, their thoughts on the programme.

PROGRAMME 3: RESPONSIBLE GAMBLING AWARENESS, PREVENTION, AND INDUSTRY SUPPORT SERVICES.

SUB-PROGRAMME 3.1: TRAINING AND DEVELOPMENT.

SG4

STRATEGIC GOAL 4:

Develop, train and capacitate the gambling industry and other stakeholders with the knowledge to identify and respond to incidents of disordered gamblers.

STRATEGIC OBJECTIVE

To provide ongoing education, training and support to the regulators, gambling industry and other stakeholders on identification, mitigation and response to disordered gambling incidents.

RESPONSIBLE GAMBLING

This department empowers and capacitates the gambling industry and other role players to effectively respond to incidents of problem gambling.

In the year under review, the Foundation continued with a hybrid mode of training which consisted of virtual facilitator-led and onsite face-to-face training. A total of **5 902** licenced operator employees were trained, compared to 3 761 in the previous financial year. The leading sector was casino, followed by betting & racing, bingo and LPM.

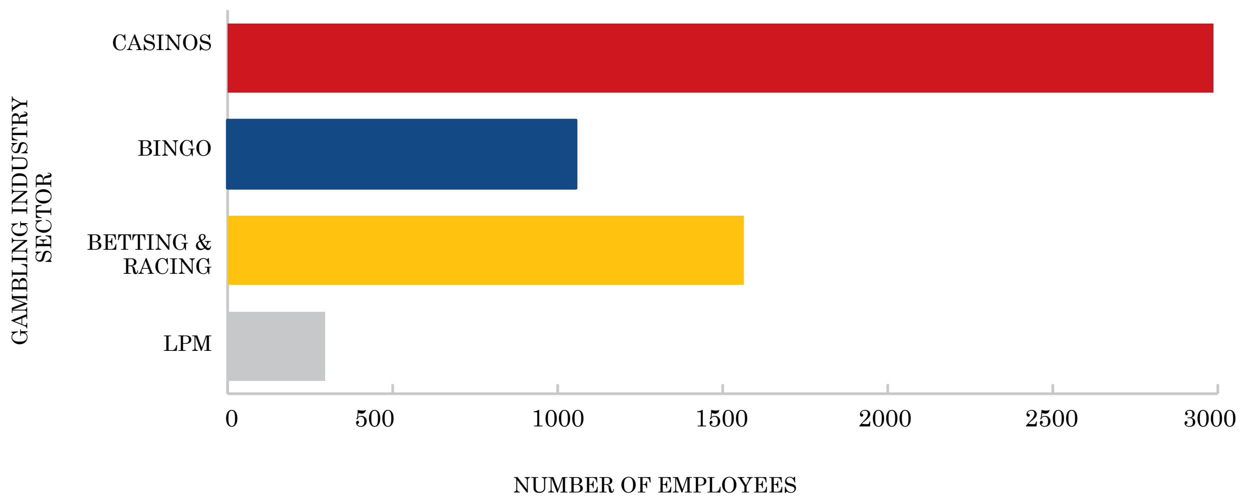


FIGURE 18: GAMBLING OPERATOR EMPLOYEES TRAINED IN RG 101-103

CLASSIFICATION BY TRAINING COURSE TRAINING 101,

Of the three responsible gambling (RG) training courses offered to licenced operators, the most requested was **RG101**, with **4 330** employees trained, followed by **RG102**, with **1 468** trained, and **RG103**, with **104** trained.

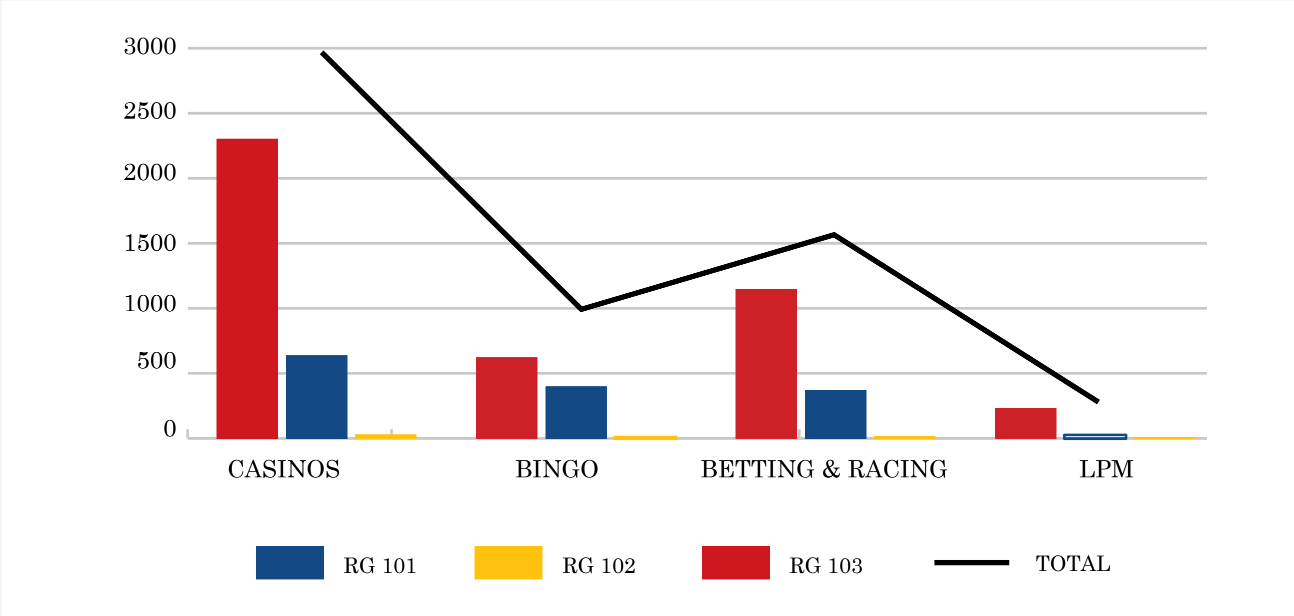


FIGURE 19: AMBLING OPERATOR LEARNERS PER SECTOR RG 101 - 103

CLASSIFICATION BY PROVINCE

The provincial breakdown of operator employees trained is as follows:

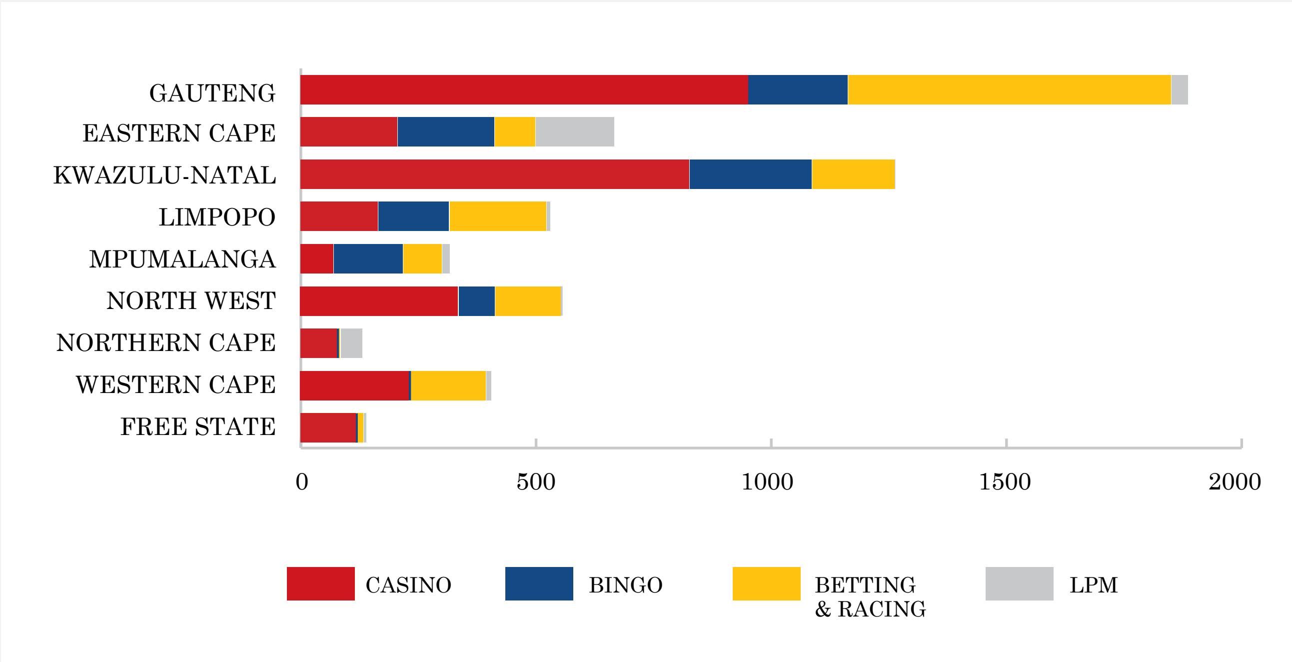


FIGURE 20:NUMBER OF GAMBLING OPERATOR EMPLOYEES TRAINED RG 101 - 103 BY PROVINCE

RESPONSIBLE GAMBLING TRAINING GAMBLING REGULATORS

With the gambling industry being in a constant state of flux, Gambling Regulators in South Africa are facing challenges in ensuring that the requirements of the National Gambling Act, Act 7 of 2004 and subsequent amendments are being adhered to by gambling operators. Furthermore, with the growth of accessibility to online betting, significant developments in sports betting, and a surge in gambling advertisements, Regulators still need to ensure that operators are practising and enforcing, where required, responsible gambling behaviour.

This training motivates the role of and need for responsible gambling within gambling sector operations and how Regulators can advise on assistance available to the industry, by the SARGF, in terms of training for gambling employees and managers, as well as mentoring and support for gambling employees negatively affected by gambler interactions. In addition, details of the role of exclusions and counselling and treatment available to disordered gamblers are discussed for a complete understanding of these pertinent responsible gambling topics.

In the period under review, **30 Regulator employees were trained.**

RESPONSIBLE GAMBLING TRAINING FOR PUBLIC SECTOR

Research by the Eastern Cape Gambling and Betting Board (2016), titled “Research Report on the Prevalence of Gambling and Betting amongst Head Office Staff of Provincial Government Departments”, found that a quarter to one-third of the staff from the Head Offices of the Provincial Government Departments engaged in gambling activities, with up to 15% engaging in gambling activities weekly and 3.8% gambling regularly during working hours. Although research respondents were reluctant to disclose the amount they spent on gambling, one person indicated that s/he spent up to R10 000 per month on gambling, whilst another noted that the most significant single bet placed was an amount of R4 000.

This training develops an awareness of the prevalence of gambling within the South African Public Sector Employee group, how to identify an employee who may be developing a gambling disorder and what assistance can be provided by management and from the SARGF to a disordered gambler Public Sector employee. It includes the potential negative consequences to colleagues and the Public Sector as an employer of working with a disordered gambler and emphasises why a manager needs to be proactive in terms of recognising and assisting such an employee before a possible termination of employment becomes the only option.

In the period under review, **61 Public Sector employees were trained.**

RESPONSIBLE GAMBLING TRAINING FOR SOCIAL WORKERS & HEALTH CARE PROFESSIONALS

Approximately 71% of the South African population obtains health care from public-sector state-funded services, and these Health Care Professionals carry the primary burden of providing mental health care interventions, inclusive of addiction identification and the linking of patients to affordable treatment and counselling. Known as a “hidden” addiction, disordered gambling may not have been studied in detail for professional qualifications. The Responsible Gambling for Social Workers and Health Care Professionals course provides a more detailed understanding of the disorder and practical strategies on how they can identify issues relating to gambling addiction within a community to influence gambling behaviours and support someone with a gambling disorder.

This training enhances an understanding of and sensitivity to the behaviours and traits of disordered gamblers and the consequences to self and significant others. It includes how to recognise this morbidity amongst the various other co-morbidities that the disordered gambler may present with. With detailed information about the types of gamblers, the phases towards the development of a gambling problem and when and how the intervention is required, the learner will be better placed in terms of being able to identify a person who may require professional assistance to take back control of their lives.

In the period under review, **77 Social Workers & Health Care Professionals were trained.**

RESPONSIBLE GAMBLING TRAINING FOR RELIGIOUS LEADERS & FAITH-BASED ADVISORS

The role and contribution of religious groups and faith-based organisations in social welfare and social development are not unique to South Africa. These influencers often have a good understanding of the local context. They may be the only development-focused organisations in a remote community or have been there for the longest time. With close links to members, these leaders/advisors may affect, change and control behaviour of the people within their community. This training course guides the recognition of a congregant and their significant other, who may present for support and assistance and why this disorder must be viewed as a mental health condition that will need professional treatment and counselling. It empowers the Religious Leader and Faith-based Advisor with the knowledge required for referral to the SARGF.

A total of **29 Religious Leaders & Faith-based Advisors were trained** during the period under review.

MOTIVATIONAL INTERVIEW TRAINING

The Motivational Interviewing Skills training course is part of a developmental pathway for those who have attended the Responsible Gambling for Regulators, Religious Leaders and Faith-based Advisors and Social Workers and Health Care Professionals' courses. The skills learned provide for the ability for those who are in positions where they are able to counsel and influence others to be able to guide ambivalent disordered or addicted gamblers so that the affected gambler personally realises the impact of gambling behaviour that may be affecting them, their significant others, families and work colleagues negatively. The gambler with a problem is led by means of a specific questioning technique to be able to self-identify that they need professional assistance to get the help they may need to take back control of their gambling and lives.

A total of **31 people were trained in Motivational Interview Skills** in the period under review.

RESPONSIBLE GAMBLING FOR TERTIARY LEARNERS AND LECTURERS

This training is aimed at holistically developing an understanding of responsible gambling and the need for application of practices that promote this to Lecturers who are involved with the education and training of persons who are completing gambling management or similar courses at tertiary-level institutions.

A total of **seven Tertiary Learners and Lecturers were trained** during the period under review.

SUB-PROGRAMME 3.3: RESPONSIBLE GAMBLING & PUBLIC AWARENESS.

SG1

STRATEGIC GOAL 1:

Advocacy and broad access to prevention and responsible gambling awareness interventions.

STRATEGIC OBJECTIVE

To minimise the potential harmful effects of disordered gambling through comprehensive and integrated prevention and public awareness interventions.

In the year under review the industry was in full operation post-COVID-19 restrictions. The Foundation implemented various public awareness programmes to broaden access to information through the Advocacy & Communications Department.

PUNTER ACTIVATIONS

The Foundation engaged directly with punters at licenced operator sites, providing them with information about gambling or betting addiction, the causes, the warning signs and, should punters feel they may have a problem, advocate for the punters to contact the free and confidential toll-free helpline. The activations had a trained and qualified counsellor or treatment professional onsite for onsite help referrals using the onsite counselling booth. The Foundation activated in partnership with Provincial Gambling Boards where they provided punters with information on self-exclusion options and processes should punters want to ban themselves. In the year under review **45 punter activations** were implemented in Gauteng, Western Cape, KwaZulu-Natal, Limpopo, North West, Free State and Eastern Cape.

TAKING RISKS WISELY PROGRAMME

This is a programme focused on school-going-aged learners who form part of our vulnerable groups. Gambling in South Africa under the age of 18 is illegal. The programme advocates to achieve four outcomes:

- Educate learners who are engaging in gambling or betting activities that this is illegal if they are under the age of 18.
- Educate leaners that if they are impacted negatively (if their legal guardians have a gambling addiction) by the potential harmful effects of gambling, how they and their legal guardian can receive free confidential help.
- Educate learners that should they feel they cannot stop or are addicted to illegal gambling, they can receive help through our Minor Intervention programme implemented by our Social Services Unit.
- Advocate for learners to be peer ambassadors to their fellow learners by making smart choices by not engaging in illegal activities and 'taking risks wisely'.

In the year under review the TRW programme was implemented in **36 schools** in Gauteng, North West, KwaZulu-Natal, Western Cape and Eastern Cape.

EXHIBITIONS AND CONSUMER TRADE SHOWS

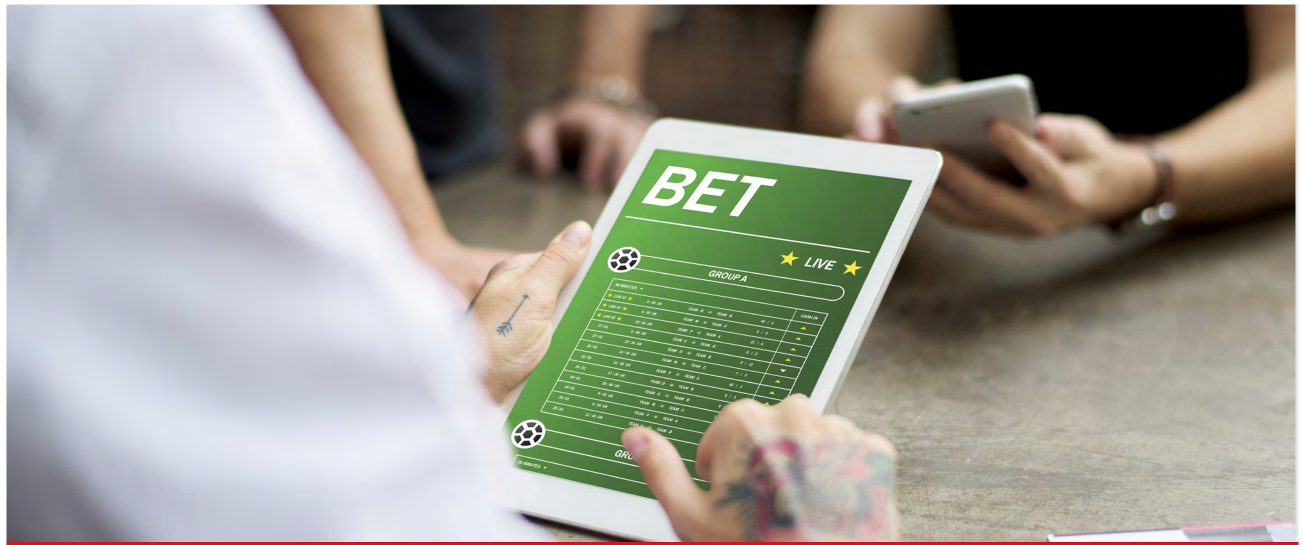
This programme the Foundation implemented in partnership with various stakeholders to maximise footfall at existing events to provide information to the public about gambling and betting responsibly, the potential harmful effects of disordered gambling and how to access help. In the year under review the Foundation participated in **nine exhibition and tradeshows** in Gauteng, Limpopo and KwaZulu-Natal.

EMPLOYEE WELLNESS DAYS

This programme looks for pre-existing opportunities within the private and public sector to either exhibit or present at an employee wellness day, educating employees and employers about the impact of disordered gambling in the workplace and how both employees and employers can access help. In the year under review **10 employee wellness days** were held in Gauteng, Limpopo, North West, Eastern Cape and KwaZulu-Natal.

RESPONSIBLE GAMBLING WORKSHOPS

This programme is aimed at a wider public audience, where the Foundation will participate in pre-existing workshops and present about responsible gambling, the potential harmful effects of disordered gambling and how to access help. **Five workshops** were held in partnership with Provincial Licencing Authorities in Gauteng, KwaZulu-Natal and Eastern Cape.



RESPONSIBLE GAMBLING MONTH

In 2016 the Foundation declared the month of November as November Responsible Gambling Month as part of its public awareness and prevention programme.

The theme for 2022 is **"Understanding the status quo of online betting in South Africa".**

To better understand the theme, activities will help provide a holistic view on online betting and if the gambling ecosystem is prepared for an increase of this mode of gambling among South Africa's youth (18–35), and if the gambling role players (operators and regulators) are fully prepared for growth of this mode of gambling and how the different role players can work more collaboratively.

A total of **136** people registered for the webinar hosted on the 16th of November 2022. The Foundation also implemented punter activations in collaboration with the Gauteng Gambling Board.

COMMUNICATIONS & STAKEHOLDER ENGAGEMENT

To support the public awareness efforts, the Foundation has a Communications and Stakeholder Engagement plan. From a communications point of view the Foundation used media relations to build and maintain positive relationships with the media for the dissemination of information to the broader public. This was further supported by a Digital Marketing plan to increase awareness in the online and social media environment. From a stakeholder point of view the Foundation re-entered into Memorandum of Agreements with stakeholders in the public and private sector to ensure a collaborative effort in the achievement of the strategy.

AUDITED FINANCIAL STATEMENTS.

The South African Responsible Gambling Foundation NPC
(Registration number: 2004/012448/08)
Trading as The South African Responsible Gambling Foundation NPC
Annual Financial Statements for the year ended 31 March 2023

General Information

Country of incorporation and domicile	South Africa
Registered office	Sunnyside Office Park 2nd Floor Sentinel House 32 Princess of Wales Terrace Parktown 2193
Business address	Sunnyside Office Park 2nd Floor Sentinel House 32 Princess of Wales Terrace Parktown 2193
Auditors	SNG-Grant Thornton Chartered Accountants (SA) Registered Auditors

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The reports and statements set out below comprise the annual financial statements presented to the shareholder:

Level of assurance

These annual financial statements have been audited in compliance with the applicable requirements of the International Financial Reporting Standard for Small and Medium-sized Entities and Companies Act of South Africa.

Preparer

Witness Sauramba
Corporate Services Manager
CA(SA). MCom

Published

27 September 2023

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Audit Committee Report

1. **Members of the Audit Committee**

The members of the audit committee are all independent non executive directors of the company and include:

Name
R.M. Zwane
D.T. Khanyile
D.T. Marasha
O. Seseane

The committee is satisfied that the members thereof have the required knowledge and experience as set out in Section 94(5) of the International Financial Reporting Standard for Small and Medium-sized Entities and Companies Act of South Africa and Regulation 42 of the Companies Regulation, 2011.

2. **Meetings held by the Audit Committee**

The audit committee performs the duties laid upon it by Section 94(7) of the International Financial Reporting Standard for Small and Medium-sized Entities and Companies Act of South Africa by holding meetings with the key role players on a regular basis and by the unrestricted access granted to the external auditors.

3. **External auditor**

The committee satisfied itself through enquiry that the external auditors are independent as defined by the International Financial Reporting Standard for Small and Medium-sized Entities and Companies Act of South Africa and as per the standards stipulated by the auditing profession. Requisite assurance was sought and provided by the auditors 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.

4. **Annual financial statements**

Following the review of the annual financial statements the audit committee recommend board approval thereof.

5. **Accounting practices and internal control**

The company's management ensured that effective internal controls were put in place over the financial reporting and assessing the effectiveness of internal controls over financial reporting.

On behalf of the audit and risk committee

Khanyile, Derrick Thabani
Chairman Audit and Risk Committee

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Directors' Responsibilities and Approval

The directors are required by the International Financial Reporting Standard for Small and Medium-sized Entities and Companies Act of South Africa, 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 . The external auditors are engaged to express an independent opinion on the annual financial statements.

The annual financial statements are prepared in accordance with 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 2024 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 auditors 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 auditors and their report is presented on page 7 - 8.

The annual financial statements set out on pages 9 to 26, which have been prepared on the going concern basis, were approved by the board of directors on 27 September 2023 and were signed on its behalf by:

Signed on behalf of the Board of Directors By:

Nalane, Joe Fana

Simelane-Quntana, Sibongile Millicent

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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 2023.

1. Incorporation

The company was incorporated on 12 May 2004 and obtained its certificate to commence business on the same day.

2. Nature of business

The South African Responsible Gambling Foundation NPC was incorporated in South Africa with interests in the gambling industry. The company operates in South Africa and other Southern African countries.

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

3. Review of financial results and activities

The annual financial statements have been prepared in accordance with the requirements of the International Financial Reporting Standard for Small and Medium-sized Entities and Companies Act of South Africa. 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.

4. Directors

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

Directors	Office	Designation	Changes
Zwane, Ruben Mahlatsi		Non-executive Independent	
Baloyi, Portia Nonhlanhla		Non-executive Independent	
Khanyile, Derrick Thabani	Chairperson: Audit and Risk Committee	Non-executive Independent	
Nelane, Joe Fana	Chairperson: Board of Directors	Non-executive Independent	
Simelane-Quntana, Sibongile Millicent	Executive Director	Executive	
Murasha, Douglas Themba		Non-executive Independent	
Mpepele, Malebo Theodora		Non-executive Independent	
Dichabe, Kenailworth Itumeleng		Non-executive Independent	Resigned Wednesday, 16 November 2022
Sesane, Obakeng		Non-executive Independent	Appointed Wednesday, 16 November 2022
Makoko, Makgase Gregory	Chairperson: Human Resources and Remuneration Committee	Non-executive Independent	

5. 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.

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Directors' Report

5. Going concern (continued)

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. The directors have satisfied themselves that the company is in a sound financial position and that it has access to sufficient borrowing facilities to meet its foreseeable 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

At the Board meeting, the directors have reappointed SNG-Grant Thornton as the independent external auditors of the company and confirmed Mr Gerard Masthan as the designated lead audit partner for the 2024 financial year.

SNG Grant Thornton

Independent Auditor's Report

To the Members of South African Responsible Gambling Foundation NPC

Opinion

We have audited the financial statements of South African Responsible Gambling Foundation NPC set out on pages 9 to 26, which comprise the statement of financial position as at 31 March 2023, and the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the financial statements present fairly, in all material respects, the financial position of South African Responsible Gambling Foundation NPC as at 31 March 2023, and its financial performance and cash flows for the year then ended in accordance with International Financial Reporting Standard for Small and Medium-sized Entities and the requirements of the Companies Act of South Africa.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the company in accordance with the Independent Regulatory Board for Auditors' *Code of Professional Conduct for Registered Auditors* (IRBA Code) and other independence requirements applicable to performing audits of financial statements in South Africa. We have fulfilled our other ethical responsibilities in accordance with the IRBA Code and in accordance with other ethical requirements applicable to performing audits in South Africa. The IRBA Code is consistent with the corresponding sections of the International Ethics Standards Board for *Accountants' International Code of Ethics for Professional Accountants (including International Independence Standards)*. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other information

The directors are responsible for the other information. The other information comprises the information included in the document titled South African Responsible Gambling Foundation NPC Annual Financial Statements for the year ended 31 March 2023", which includes the Directors' Report as required by the Companies Act of South Africa. The other information does not include the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and we do not express an audit opinion or any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the directors for the financial statements

The directors are responsible for the preparation and fair presentation of the financial statements in accordance with International Financial Reporting Standard for Small and Medium-sized Entities and the requirements of the Companies Act of South Africa, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with ISAs, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Director: Gerard Musthan CA(SA)
Registered Auditor
28 September 2023

SizweNtsalubaGobodo Grant Thornton Inc.
20 Morris Street East
Woodmead
Johannesburg
2191

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Statement of Financial Position as at 31 March 2023

Figures in Rand	Note(s)	2023	2022
Assets			
Non-Current Assets			
Property, plant and equipment	2	1 245 882	1 666 253
Intangible assets	3	355 069	445 444
		1 600 951	2 111 697
Current Assets			
Trade and other receivables	5	1 899 939	280 272
Other financial assets pledged as security	4	370 088	370 088
Operating lease asset		-	51 946
Prepayments		123 923	112 794
Cash and cash equivalents	6	11 964 959	10 556 039
		14 358 909	11 371 139
Total Assets		15 959 860	13 482 836
Equity and Liabilities			
Equity			
Retained income		13 137 053	9 993 174
Liabilities			
Non-Current Liabilities			
Finance lease liabilities	7	132 216	539 402
Deferred income	8	162 565	212 585
		294 781	751 987
Current Liabilities			
Trade and other payables	10	1 695 698	1 733 511
Finance lease liabilities	7	414 183	485 506
Operating lease liability		14 795	-
Deferred income	8	50 020	50 020
Provisions	9	353 330	468 638
		2 528 026	2 737 675
Total Liabilities		2 822 807	3 489 662
Total Equity and Liabilities		15 959 860	13 482 836

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Statement of Comprehensive Income

Figures in Rand	Note(s)	2023	2022
Income	11	27 360 445	23 005 379
Other income	12	411 686	259 141
Operating expenses		(25 015 705)	(19 711 198)
Operating profit		2 756 426	3 553 322
Investment revenue		608 057	248 023
Finance costs		(220 604)	(326 941)
Profit for the year		3 143 879	3 474 404
Other comprehensive income		-	-
Total comprehensive income for the year		3 143 879	3 474 404

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Statement of Changes in Equity

Figures in Rand	Retained income	Total equity
Balance at 01 April 2021	6 518 770	6 518 770
Profit for the year	3 474 404	3 474 404
Other comprehensive income	-	-
Total comprehensive income for the year	3 474 404	3 474 404
Balance at 01 April 2022	9 993 174	9 993 174
Profit for the year	3 143 879	3 143 879
Other comprehensive income	-	-
Total comprehensive income for the year	3 143 879	3 143 879
Balance at 31 March 2023	13 137 053	13 137 053

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Statement of Cash Flows

Figures in Rand	Note(s)	2023	2022
Cash flows from operating activities			
Cash generated from operations	15	1 857 370	6 790 040
Interest income		608 057	248 023
Finance costs		(220 604)	(326 941)
Net cash from operating activities		2 244 823	6 711 122
Cash flows from investing activities			
Purchase of property, plant and equipment	2	(370 445)	(932 414)
Sale of property, plant and equipment	2	13 051	-
Purchase of intangible assets	3	-	(208 428)
Other financial assets		-	(370 088)
Net cash from investing activities		(357 394)	(1 510 930)
Cash flows from financing activities			
Finance lease payments		(478 509)	(441 919)
Total cash movement for the year		1 408 920	4 758 273
Cash at the beginning of the year		10 556 039	5 797 766
Total cash at end of the year	6	11 964 959	10 556 039

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Accounting Policies

1. Basis of preparation and summary of significant accounting policies

The annual financial statements have been prepared on a going concern basis in accordance and within the requirements of International Financial Reporting Standards for Small and Medium-sized Entities and Companies Act of South Africa. 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.

1.1 Significant judgements and sources of estimation uncertainty

Critical judgements in applying accounting policies

Management did not make critical judgements in the application of accounting policies, apart from those involving estimations, which would significantly affect the annual financial statements.

Key sources of estimation uncertainty

Impairment testing

The company reviews and tests the carrying value of property, plant and equipment and intangible assets when events or changes in circumstances suggest that the carrying amount may not be recoverable. When such indicators exist, management determine the recoverable amount by performing value in use and fair value calculations. These calculations require the use of estimates and assumptions. When it is not possible to determine the recoverable amount for an individual asset, management assesses the recoverable amount for the cash generating unit to which the asset belongs.

1.2 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 initially measured at cost.

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.

Expenditure incurred subsequently for major services, additions to or replacements of parts of property, plant and equipment are capitalised if it is probable that future economic benefits associated with the expenditure will flow to the company and the cost can be measured reliably. Day to day servicing costs are included in profit or loss in the period in which they are incurred.

Property, plant and equipment is subsequently stated at cost less accumulated depreciation and any accumulated impairment losses, except for land which is stated at cost less any accumulated impairment losses.

Depreciation of an asset commences when the asset is available for use as intended by management. Depreciation is charged to write off the asset's carrying amount over its estimated useful life to its estimated residual value, using a method that best reflects the pattern in which the asset's economic benefits are consumed by the company.

The useful lives of items of property, plant and equipment have been assessed as follows:

Item	Depreciation method	Average useful life
Furniture and fixtures	Straight line	6 - 8
Office equipment	Straight line	5 - 8
IT equipment	Straight line	3 - 5
Leasehold improvements	Straight line	5.75
Leased assets	Straight line	5

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Accounting Policies

1.2 Property, plant and equipment (continued)

Where 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 they are depreciated separately over each component's useful life.

The residual value, depreciation method and useful life of each asset were reviewed only where there is such an indication that there has been a significant change from the previous estimate.

Gains and losses on disposal are determined by comparing the proceeds with the carrying amount and are recognised in the statement of profit and loss.

When indicators are present that the useful lives and residual values of items of property, plant and equipment have changed since the most recent annual reporting date, they are reassessed. Any changes are accounted for prospectively as a change in accounting estimate.

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.

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.

1.3 Intangible assets

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

Research and development costs are recognised as an expense in the period incurred.

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

Item	Depreciation method	Average useful life
Computer software	Straight line	3 - 10
Leased assets	Straight line	5

In cases where management is unable to make a reliable estimate of the useful life of an intangible asset, its best estimate is applied, limited to 10 years.

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.

1.4 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.

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Accounting Policies

1.4 Financial instruments (continued)

Financial instruments at amortised cost

These include loans, trade receivables and trade payables. They 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 Tax

Income tax

The Foundation is 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 operating leases.

Finance leases – lessee

Finance leases are recognised as assets and liabilities at amounts equal to the fair value of the leased asset 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.

Operating leases – lessee

Operating lease payments are recognised as an expense on a straight-line basis over the lease term unless:

- another systematic basis is representative of the time pattern of the benefit from the leased asset, even if the payments are not on that basis, or
- the payments are structured to increase in line with expected general inflation (based on published indexes or statistics) to compensate for the lessor's expected inflationary cost increases.

Any contingent rents are expensed in the period they are incurred.

1.7 Other financial assets

Other financial assets comprises of 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 their fair value and subsequently at amortised cost.

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 may be impaired.

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.

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Accounting Policies

1.8 Impairment of assets (continued)

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 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 as an expense as the employees render services that increase their entitlement or, in the case of non-accumulating absences, when the absence occurs.

1.10 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.

1.11 Related parties

A related party is a person with the ability to control or jointly control the other party, or exercise significant influence over the other party, or vice versa.

1.12 Income

National Responsible Gambling Programme (NRGP) contributions income
NRGP income is recognised to the extent that a gambling operator has earned Gross Gambling Revenue. This income is recognised only to the extent that they are collectable from each gambling operator. NRGP income is measured at the fair value of consideration received or receivable, excluding taxes.

Promotional income
Promotional income is recognised to the extent that the company has transferred significant risks and rewards of ownership of goods to the gambling operator provided the amount of income can be measured reliably and it is probable that economic benefits associated with the transaction will flow to the company. Income is measured at fair value of consideration received or receivable, excluding taxes and discounts.

Promotional income is made up of sale of branded pamphlets, pamphlet holders, notice boards, stickers, and posters to gambling operators.

Interest income
Interest income from all interest-bearing instruments recognised in the statement of comprehensive income on an accrual basis using the effective interest rate method.

Sponsorship received (cost recovery)
Funds received from sponsors for a specific project are recognised as other income, to the extent that the funds have been spent by the end of the financial year. Unspent funds are shown on the balance sheet as liabilities.

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Accounting Policies

1.13 Landlord contributions

Landlord contributions pertain to initial installation allowance provided and paid for by the Landlord relating to leasehold improvements for the South African Responsible Gambling Foundation for its Johannesburg office. The full installation allowance was initially recognised as liability on receipt and it is being released to the Statement of Comprehensive Income over the lease term.

1.14 Value Added Tax

Value Added Tax (VAT) is accounted for based on the requirements of the Value Added Tax Act 81 of 1991 of South Africa. The net amount is derived from netting off the total input tax to claim against the total output tax that should be paid over to the South African Revenue Service.

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2. Property, plant and equipment

	2023			2022		
	Cost or revaluation	Accumulated depreciation	Carrying value	Cost or revaluation	Accumulated depreciation	Carrying value
Leasehold property	743 547	(185 600)	557 947	712 309	(58 848)	653 461
Furniture and fixtures	350 901	(259 414)	91 487	333 326	(263 408)	69 918
Office equipment	302 242	(237 154)	65 088	320 354	(227 412)	92 942
IT equipment	1 278 975	(907 016)	371 959	1 092 519	(774 572)	317 947
Leased assets	1 862 920	(1 703 519)	159 401	1 862 920	(1 330 935)	531 985
Total	**4 538 585**	**(3 292 703)**	**1 245 882**	**4 321 428**	**(2 655 175)**	**1 666 253**

Reconciliation of property, plant and equipment - 2023

	Opening balance	Additions	Disposals	Depreciation	Impairment loss	Closing balance
Leasehold improvements	653 461	31 239	-	(126 753)	-	557 947
Furniture and fixtures	69 918	55 696	(642)	(29 314)	(4 171)	91 487
Office equipment	92 942	8 400	-	(33 035)	(3 219)	65 088
IT equipment	317 947	275 110	(23 522)	(171 179)	(26 397)	371 959
Leased assets	531 985	-	-	(372 584)	-	159 401
	1 666 253	**370 445**	**(24 164)**	**(732 865)**	**(33 787)**	**1 245 882**

Reconciliation of property, plant and equipment - 2022

	Opening balance	Additions	Disposals	Depreciation	Impairment loss	Closing balance
Leasehold Improvements	297 890	712 309	(178 734)	(178 004)	-	653 461
Furniture and fixtures	146 428	13 920	(40 470)	(49 960)	-	69 918
Office equipment	133 165	14 376	(4 828)	(47 247)	(2 524)	92 942
IT equipment	279 079	191 809	-	(149 948)	(2 993)	317 947
Leased assets	904 569	-	-	(372 584)	-	531 985
	1 761 131	**932 414**	**(224 032)**	**(797 743)**	**(5 517)**	**1 666 253**

Property, plant and equipment pledged as security

The following assets have been pledged as security for the secured long-term borrowings 7:

Leases assets	159 401	531 986

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3. Intangible assets

	2023			2022		
	Cost	Accumulated amortisation and impairment	Carrying value	Cost	Accumulated amortisation and impairment	Carrying value
Computer software	325 879	(129 693)	196 186	325 879	(98 935)	226 944
Leased assets	298 085	(139 202)	158 883	298 085	(79 585)	218 500
Total	**623 964**	**(268 895)**	**355 069**	**623 964**	**(178 520)**	**445 444**

Reconciliation of intangible assets - 2023

	Opening balance	Amortisation	Closing balance
Computer software	226 944	(30 758)	196 186
Finance Lease	218 500	(59 617)	158 883
	445 444	**(90 375)**	**355 069**

Reconciliation of intangible assets - 2022

	Opening balance	Additions	Amortisation	Closing balance
Computer software	29 744	208 428	(11 228)	226 944
Finance Lease	278 117	-	(59 617)	218 500
	307 861	**208 428**	**(70 845)**	**445 444**

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3. Intangible assets (continued)

Pledged as security

The following assets have been encumbered as security for the secured long-term borrowings:

Leased assets	158 803	218 5

4. Other financial assets pledged as security

Rental deposit The rental deposit is held by the landlord as security for the due, proper and timeous fulfilment of all our obligations in terms of the lease agreement and the Landlord can utilise the deposit in whole or in part from time to time in settlement in whole or in part of any obligations in terms of the lease agreement. The deposit must be replenished or reinstated upon demand by the Landlord up to the original amount thereof in the event of the utilisation thereof in whole or in part by the Landlord.	370 008	370 0
Current assets		
At fair value	370 008	370 0

5. Trade and other receivables

Trade receivables	1 854 611	200 9
Employee costs in advance	12 698	66 4
Interest income accrued	32 630	12 8
	1 899 939	280 2

6. Cash and cash equivalents

Cash and cash equivalents consist of:

Bank balances	869 644	1 027 6
Short-term deposits	11 095 315	9 528 4
	11 964 959	10 556 0

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7. Finance lease liabilities

Minimum lease payments which fall due		
- within one year	491 395	689 453
- in second to fifth year inclusive	143 527	634 922
	634 922	1 324 375
Less: future finance charges	(88 523)	(299 467)
Present value of minimum lease payments	546 399	1 024 908
Net finance lease liabilities		
Non-current liabilities	132 216	539 402
Current liabilities	414 183	485 506
	546 399	1 024 908

The average lease term is 2 years (2022:2 years) and the average effective borrowing rate is 13% (2022: 23%).

The company's obligations under finance leases are secured by the leased assets. Refer to notes 2 and 3.

8. Deferred income

Landlord contribution	212 585	262 605
Net deferred income		
Non-current liabilities	162 565	212 585
Current liabilities	50 020	50 020
	212 585	262 605

The Landlord contribution pertains to installation allowance given to the Foundation by the Landlord for renovations of the Johannesburg offices in 2021 financial year. The contribution will be realised over the lease term.

9. Provisions

Reconciliation of provisions - 2023

	Opening balance	Additions	Utilised during the year	Closing balance
Provision for bonus	180 582	214 068	(180 582)	214 068
Provision for leave pay	288 056	(106 967)	(41 827)	139 262
	468 638	107 101	(222 409)	353 330

Reconciliation of provisions - 2022

	Opening balance	Additions	Utilised during the year	Closing balance
Provisions for bonus	53 354	180 582	(53 354)	180 582
Provision for leave pay	55 397	235 223	(2 564)	288 056
	108 751	415 805	(55 918)	468 638

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Figures in Rand	2023	2022

10. Trade and other payables

Trade payables	1 017 221	477 888
Other payables	221 029	335 670
VAT liability	241 230	551 857
Accrued expenses	216 218	368 096
	1 695 698	1 733 511

11. Income

NRGP contributions	27 259 228	22 935 031
Promotional material	101 217	70 348
	27 360 445	23 005 379

12. Other income

Recoveries	134 877	111 956
Other income	71 326	147 185
Donations received	170 154	-
Training income	35 329	-
	411 686	259 141

Recoveries comprises of bad debts written off in prior years and subsequently recovered and claim payments received from insurance.

Other income comprises of landlord income installation allowance, recoveries on untimely cancellation of training sessions and amount received from HWSETA.

13. Auditor's remuneration

Fees	262 207	248 607

14. Finance costs

Finance leases	220 604	326 941

15. Cash generated from operations

Profit before taxation	3 143 879	3 474 404
Adjustments for:		
Depreciation and amortisation	823 240	868 588
Loss on sale of assets	11 113	224 032
Interest received	(608 057)	(248 023)
Finance costs	220 604	326 941
Impairment loss	33 787	5 517
Movements in operating lease assets and accruals	66 741	(281 406)
Movements in provisions	(115 308)	359 887
Changes in working capital:		
Trade and other receivables	(1 619 667)	1 241 604
Prepayments	(11 129)	(76 036)
Trade and other payables	(37 813)	744 466
Deferred income	(50 020)	150 466
	1 857 370	6 790 440

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16. Commitments

Operating leases – as lessee (expense)

Minimum lease payments due		
– within one year	757 292	776 395
– in second to fifth year inclusive	2 840 826	3 362 333
– later than five years	-	235 785
	3 598 118	4 374 513

Operating lease payments represent rentals payable by the company for its office properties. Leases are negotiated for an average term of 5.75 years and rentals are escalate with 7% per year from 01 July 2023. No contingent rent is payable.

17. Related parties

Relationships	
Members of key management	J.F. Malane
	D.T. Marasha
	S.M. Simelane-Quntana
	T.D. Khanyile
	R.M. Zwane
	M.G. Makoko
	O. Sesane
	P.N. Baloyi
	M.T. Mpepele

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18. Directors' and prescribed officer's remuneration

Executive

2023

Directors' emoluments	Basic salary	Bonuses and performance related payments	Expense allowances	Contributions paid under provident scheme	Total
Services as director or prescribed officer					
Simelane-Quntana, Sibongile Millicent	1 128 435	95 654	134 035	84 147	1 442 271

2022

Directors' emoluments	Basic salary	Bonuses and performance related payments	Expense allowances	Contributions paid under provident scheme	Total
Services as director or prescribed officer					
Simelane-Quntana, Sibongile Millicent	1 056 216	191 563	134 035	101 960	1 483 774

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18. Directors' and prescribed officer's remuneration (continued)

Non-executive

2023

Directors' emoluments	Committee fees	Other Meeting fees	Expense Allowances	Total
Services as director or prescribed officer				
Khanyile, Derrick Thabani	60 027	-	-	60 027
Nalane, Joe Fana	110 543	47 395	15 860	173 798
	170 570	47 395	15 860	233 825

2022

Directors' emoluments	Committee fees	Total
Services as director or prescribed officer		
Khanyile, Derrick Thabani	66 563	66 563
Nalane, Joe Fana	119 813	119 813
	186 376	186 376

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19. Change in estimate

Property, plant and equipment

Some of Office Equipment with initially estimated useful life of 5 years has been revised to 10 years. The effect of this revision has decreased the depreciation charges for the current and future periods by R8 582.

Some of Furniture and Fittings with initially estimated useful life of 6 years has been revised to 13 years. The effect of this revision has decreased the depreciation charges for the current and future periods by R15 028.

Some of IT Equipment with initially estimated useful life of 3 years has been revised to 8 years. The effect of this revision has decreased the depreciation charges for the current and future periods by R23 644.

20. 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.

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. The directors have satisfied themselves that the company is in a sound financial position and that it has access to sufficient borrowing facilities to meet its foreseeable 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.

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Detailed Income Statement

Figures in Rand	Note(s)	2023	2022
Income			
NRGP contributions		27 259 228	22 935 031
Promotional material		101 217	70 348
	11	27 360 445	23 005 379
Other income			
Recoveries		134 877	111 956
Other income		71 326	147 185
Donations received		170 154	-
Training income		35 329	-
		411 686	259 141
Expenses (Refer to page 28)		(25 015 705)	(19 711 198)
Operating profit		2 756 426	3 553 322
Investment income		608 057	248 023
Finance costs		(220 604)	(326 941)
		387 453	(78 918)
Profit for the year		3 143 879	3 474 404

The supplementary information presented does not form part of the annual financial statements and is unaudited.

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Detailed Income Statement

Figures in Rand	Note(s)	2023	2022
Operating expenses			
Accommodation		(929 725)	(359 626)
Administration and management fees		(14 836)	(2 502)
Advertising		(112 300)	(130 055)
Annual report		(2 700)	(81 900)
Assets <R7 000		(166 251)	(248 716)
Bad debts		(114 594)	(128 147)
Bank charges		(24 176)	(21 270)
Board and sub-committee meeting expenses		(205 715)	(186 375)
Cleaning		(10 550)	(2 800)
Commission paid		-	(9 687)
Computer expenses		(61 611)	(2 570)
Conferences and workshops		(103 919)	(7 000)
Consulting and professional fees		(324 898)	(105 210)
Courier and Postage		(58 670)	(27 070)
Depreciation, amortisation and impairments		(857 027)	(874 105)
Employee costs		(9 348 429)	(9 292 996)
External auditors' remuneration	13	(262 207)	(248 607)
Fines and penalties		(12 018)	(29 668)
Insurance		(151 218)	(128 876)
Internal auditors' remuneration		(324 628)	(432 130)
Internet expenses		(379 478)	(303 839)
Lease rentals on operating lease		(848 613)	(841 656)
Utilities		(103 481)	(114 159)
Printing and stationery		(86 042)	(65 242)
Profit and loss on sale of assets and liabilities		(11 113)	(224 032)
Promotional material		(2 208 342)	(951 611)
Research costs		(518 307)	(360 767)
Public awareness		(107 940)	(304 911)
Rates & taxes		(122 735)	(141 117)
Repairs and maintenance		(68 393)	(226 564)
Research and development costs		(317 901)	(23 530)
Software expenses		(74 506)	(90 465)
Staff training and development		(730 845)	(417 872)
Staff welfare		(240 414)	(210 552)
Subscriptions		(145 533)	(27 934)
Subsistence allowances		(204 504)	(52 400)
Telephone		(1 144 183)	(788 686)
Training – Material costs		(122 556)	(310 936)
Training – Other programmes		(24 168)	(48 862)
Training – Responsible gambling 101		(302 328)	(200 450)
Training – Responsible gambling 102		(112 157)	(38 950)
Training – Responsible gambling 103		(19 336)	(21 217)
Travel		(1 924 908)	(638 636)
Treatment - Family sessions treatment		(26 756)	(29 570)
Treatment - Group sessions		-	700
Treatment - Inpatient programme		(282 355)	(52 640)
Treatment - Outpatient programme treatment		(1 247 359)	(783 400)
Treatment - self-exclusion		(555 980)	(122 590)
		(25 015 705)	(19 711 198)

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SNG-Grant Thornton
Chartered Accountants (SA)
Registered Auditors
Issued 27 September 2023

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