ANNUAL REPORT 2023/2024

20 YEARS OF RESPONSIBLE GAMBLING

SOUTH AFRICAN RESPONSIBLE GAMBLING FOUNDATION

SARGF Annual Report 2023/24

2004-2009

⇒ The National Responsible Gambling Programme (NRGP) was established in **1999** as a public-private partnership, initially outside formal legislation. However, it became an integral part of South Africa's legislative framework with the **National Gambling Act** of 2004. This Act formally recognized Responsible Gambling as an essential element of the national gambling policy, emphasizing the need for both industry and government to address problem gambling through prevention, treatment, and research.

⇒ NRGP was therefore launched in **June 2000** to subside the challenges posed to South Africa as a developing country following the **legalisation of the gambling industry** in **mid-1996.** The programme was **officially incorporated in May 2004**, housed by the formerly known South African National Responsible Gambling Programme/ South African Responsible Gambling Trust (now South African Responsible Gambling Foundation), with Professor Peter Collins as its first Executive Director and Dr Vincent Maphai as its first Chairperson of the Board.

⇒ Professor Peter Collins, the **Casino Association of South Africa (CASA)**, and its members, alongside Provincial Licensing Authorities, committed to making Responsible Gambling an integral part of daily operations at all casinos throughout South Africa. To advance this goal, CASA members agreed on a code of conduct that detailed how they would fulfil this pledge.

⇒ The casino sector was well-established and represented the largest segment of the South African gambling market. It was also one of the key drivers of the NRGP in its infant stages, establishing the Foundation as part of a public-private partnership between the South African government and the gambling industry.

⇒ In the quest to minimise the potential harmful effects of problem gambling through public awareness and education, The ***Taking Risks Wisely*** school program, part of South Africa's National Responsible Gambling Programme was developed. The first piloting of this program in schools began in the **mid-2000s**, with significant updates and expansions continuing over the years around **2009**. Initially targeted for Grades 7–9, it has now expanded to Grades 5 – 12 all-encompassing primary and high school learners with an astonishing reach of **over 20 000 learners**.

⇒ This initiative was part of the NRGP's broader educational outreach strategy, designed to equip young people with skills to make informed choices regarding gambling and other risks with a curriculum that includes lessons on responsible decision-making and managing risk in areas beyond gambling, such as substance abuse and personal finances. This initiative was established to address rising concerns about risky behaviours among adolescents and was designed to integrate seamlessly into the Life Orientation curriculum within South African schools.

⇒ The transition from the South African Responsible Gambling Trust to the South African Responsible Gambling Foundation occurred in 2014. This change reflected the organisation's evolution from a program to a fully-fledged foundation with a broader mandate and an enhanced organisational structure. The SARGF continued to oversee the NRGP as its operational arm, responsible for carrying out the Foundation's initiatives in responsible gambling education, treatment, and industry support. This shift emphasised SARGF's focus on independent governance and a more comprehensive approach to addressing gambling issues across South Africa.

⇒ The National Responsible Gambling Programme is widely recognised as the flagship programme of the South African Responsible Gambling Foundation, incorporating different activities that integrate Treatment and Counselling, Advocating for Responsible Gambling through broad access to information and education, and Responsible Gambling Industry Training and Research for knowledge and application.

⇒ It is supervised by the Board of Directors of the South African, composed of an equal number of regulators and industry managers, including, SARGF's Executive Director

2010-2019

⇒ The current **Executive Director of the South African Responsible Gambling Foundation** (SARGF), **Mrs. Sibongile Simelane-Quntana**, was appointed in **February 2016**.

⇒ Upon the inception of Mrs Simelane-Quntana, SARGF expanded its operational staff, including clinical psychologists, social workers, researchers, and communications practising professionals.

⇒ A nationwide net**work of registered counsellors was established**, marking a major structural evolution. These professionals worked in **various regions in all nine(9) provinces** of South Africa, providing face-to-face counselling, psychiatric evaluations and psychological services to those affected by problem gambling.

⇒ In response to shifting gambling trends, the SARGF launched an online presence with resources like a **self-screening quiz** to help the public identify potential gambling issues and digital industry training.

⇒ The SARGF's leadership structure expanded to include a broader executive board, representing key stakeholders from the gambling industry, government, public health, and academia.

⇒ The NRGP's treatment services now offer expanded remote options, **including online/telephonic counselling** and **teletherapy**, to better support individuals across South Africa especially those in remote areas.

⇒ The **Case Management System (CMS)** was introduced to improve the **tracking and management of problem gambling cases**. This system allows the NRGP and the South African Responsible Gambling Foundation (SARGF) to monitor and manage cases more effectively, providing a structured approach to treatment and support for individuals struggling with gambling addiction.

⇒ The research unit has expanded its focus to include modern gambling behaviours like online betting and updated its agenda to align with new gambling trends.

⇒ The SARGF's educational campaigns became more sophisticated, utilising social media, video content, and targeted messaging to reach a more diverse audience, including younger people and vulnerable communities.

2020-2024

⇒ SARGF currently operates on a multi-tiered structure that consists of a Board of Directors, Executive Management, NRGP Operational Units, and Stakeholder Advisory Committees.

⇒ The Foundation has enhanced digital and preventative frameworks

⇒ Introduction of online counselling and teletherapy services, making support more accessible, particularly for individuals in remote areas.

⇒ The SARGF's structure evolved to include specialists focused on online gaming behaviours, integrating new research areas such as online betting.

⇒ Introduction of online counselling and teletherapy services, making support more accessible, particularly for individuals in remote areas.

⇒ Utilisation of social media and targeted messaging to reach diverse audiences, enhancing engagement in responsible gambling discussions.

⇒ Enhanced collaboration with gambling operators and regulatory bodies to enforce responsible gambling standards.

⇒ Continued to refine educational campaigns, emphasising the risks of gambling addiction and promoting responsible gambling practices.

⇒ In response to changing gambling habits, particularly during the COVID-19 pandemic, the SARGF heightened its emphasis on the risks associated with online gambling:

20 YEARS OF RESPONSIBLE GAMBLING

⇒ The SARGF board members include:

- **Advocate Joe Nalane SC** – Chairperson of the Board, with expertise in administrative law, gambling law, and public regulatory laws.
- **Mrs. Sibongile Simelane-Quntana** – Executive Director, a PhD candidate, with extensive experience in business, governance, and operational management.
- **Mr. Thabani Khanyile** – Chairperson of the Audit and Risk Committee, specializing in audit risk and assurance.
- **Mr. Themba Marasha** – Member of the Audit and Risk Committee, with experience in casino licensing.
- **Mr. Mabutho Zwane** – Member of the Audit and Risk Committee, specializing in licensing authority.
- **Mr. Obakeng Seseane** – Audit and Risk Committee member, with a background in public sector auditing and licensing.
- **Mr. Gregory Makoko** – Chairperson of the REMCO Committee, specializing in public administration.
- **Ms. Portia Baloyi** – Member of the HR and REMCO Committee, with expertise in public administration and law.
- **Mrs. Malebo Mpepele** – HR and REMCO Committee member, specializing in psychology and education.
- **Ms. Mantombi Zelda Vuyo** – HR and REMCO Committee member, with expertise in forensic auditing and law.

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PART A:
GENERAL INFORMATION

GENERAL INFORMATION

- **Registered Name:** **The South African Responsible Gambling Foundation NPC**
- **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
- **Website Address:** www.responsiblegambling.org.za
- **Email Address:** info@responsiblegambling.org.za
- **Toll-Free Counselling Number:** +27 (0) 800 006 008
- **WhatsApp Line:** +27 (0) 76 675 0710
- **National Responsible Gambling help email address:** helpline@responsiblegambling.org.za
- **Industry Crisis and Support Number:** +27 (0) 71 515 0420
- **Training:** training@responsiblegambling.org.za
- **External Auditors:** SNG-Grant Thornton
- **Facebook:** South African Responsible Gambling Foundation
- **X:** @SARGFoundation
- **Instagram:** #southafricanresponsiblegamblingfoundation
- **LinkedIn:** South African Responsible Gambling Foundation

About us

The South African Responsible Gambling Foundation (the Foundation) is a not-for-profit (NPC) company 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.

Vision:

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

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:** advocates and collectively address exposure of vulnerable groups, which includes individuals with underlying mental health conditions, children, teenagers, 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 services:** interventions ensure that free and confidential expert advice and assistance are available to problem, addicted, and relapsed gamblers and affected family members.

3) **Industry Training and Capacity Development:** that provides ongoing education, training, and development to gambling boards, the gambling industry, managers and employees, healthcare workers, and a range of other industry sectors on problem gambling and related issues and how to identify, manage and refer them for professional intervention.

4) **Research and knowledge application:** increase the understanding of gambling trends, problem gambling and the socio-economic impact of gambling in South Africa to provide appropriate interventions.

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

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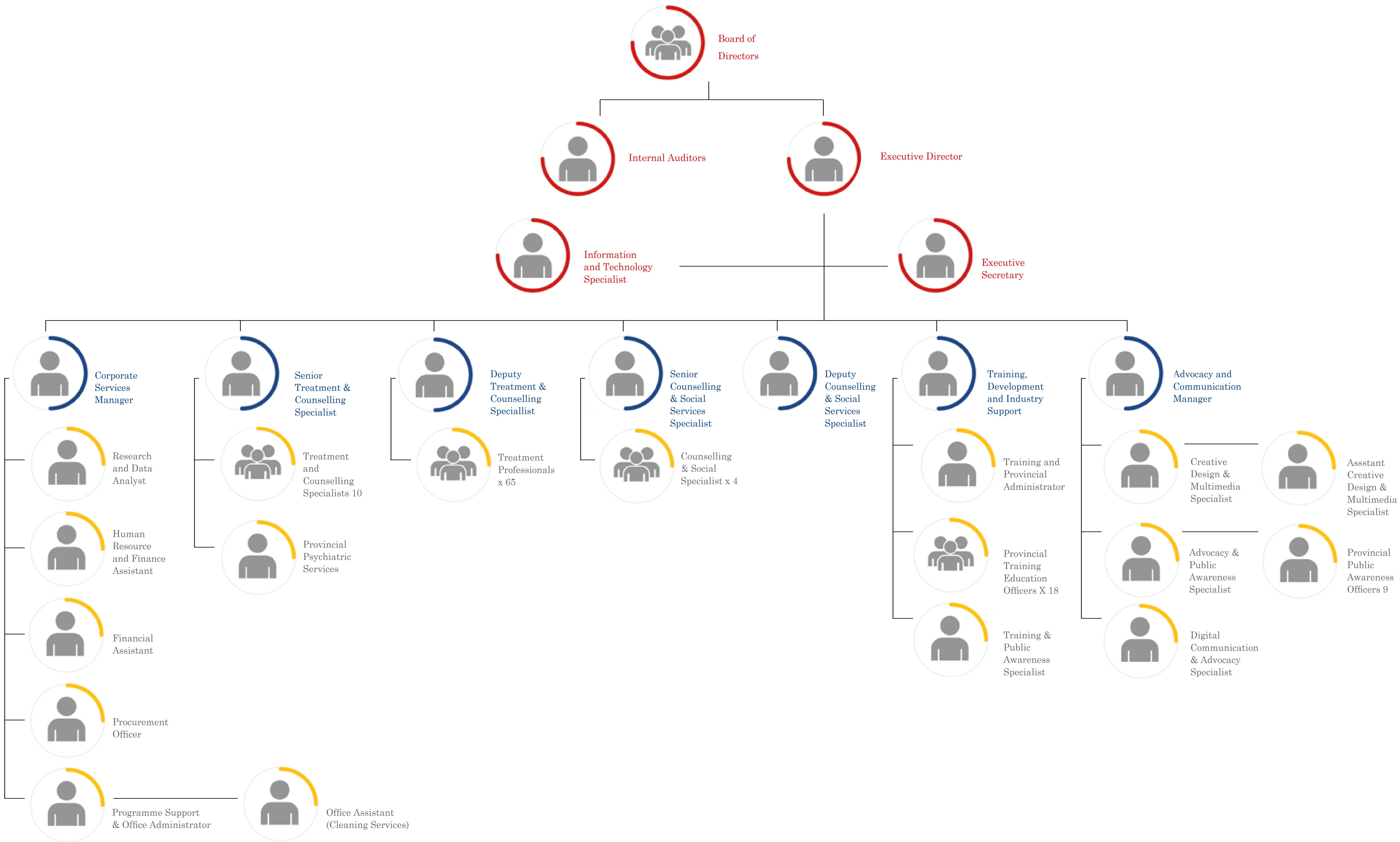
ORGANISATIONAL STRUCTURE



Chairperson's Foreword

The past two years have been challenging for the average South African household. With stagnating economic growth, high unemployment at 31.9%, rising inflation on food and fuel, and the ongoing burden of increased electricity tariffs and load-shedding, these pressures have deeply impacted the financial wellbeing of millions.

Adv Fana Joe Nalane SC
Board Chairperson

These macro and microeconomic challenges also shape gambling and betting behaviours in our country. Now more than ever, it is essential that we remain intentional and proactive in promoting responsible gambling practices. Our goal is to ensure that gambling remains a form of entertainment—a game of chance—rather than a desperate attempt to generate income or chase losses during tough times.

It is encouraging to see the growing interest from financial institutions and the banking sector in examining gambling through the lens of consumer financial behaviour. Research such as the 2023 Old Mutual Savings and Investment Monitor highlights the precarious financial position of many South Africans. While some consolidate savings and reduce debt, others are seeking risky shortcuts to alleviate financial stress. The study revealed that 49% of South Africans now gamble online, up from 44% in 2022. Alarmingly, 16% gamble to make ends meet, with this figure rising to 27% among those earning between R1,000 and R8,000 per month.

This trend is particularly concerning for younger South Africans, with over 70% of individuals aged 18 to 29 reporting that they have gambled online at some point. These statistics underscore the critical importance of education and intervention to promote responsible gambling, especially among vulnerable groups.

On the industry side, the 2022/23 financial year marked a period of recovery and growth following the disruptions caused by COVID-19 restrictions. Data from the National Gambling Board shows that Gross Gambling Revenue (GGR) grew by 37.1% compared to the previous year, contributing positively to job creation and GDP. However, challenges such as load-shedding continue to affect the industry.

The Foundation has also seen the ripple effects of this growth. Contributions to the National Responsible Gambling Programme (NRGP) from operators grew from R23 million in 2022 to over R27 million in 2023. This growth aligns with trends in treatment and counselling, reflecting the delicate balance we must strike: fostering a thriving and sustainable gambling industry while ensuring punters gamble responsibly and within their means.

As we reflect on this period of recovery and growth, it is imperative to recognize that the promotion of responsible gambling must keep pace with the industry's expansion. This annual report serves as both a testament to the progress made and a reminder of the work that lies ahead. Together, we must build a gambling ecosystem that balances industry sustainability with the wellbeing of its participants.

Let us move forward with renewed commitment, not only to discuss responsible gambling but to act decisively in shaping the industry we envision.

SARGF Annual Report 2023/24

Message from the **Executive Director**

As we reflect on the milestones and shifts within South Africa's gambling industry, it is essential to acknowledge the dual realities we face. While the sector's remarkable recovery has spurred economic opportunities, it has also introduced complex social challenges that demand our collective attention and action. The Foundation's role in promoting responsible gambling has never been more critical.

Mrs Sibongile Simelane-Quntana
Executive Director, South African Responsible Gambling Foundation

The time for 'business as usual' has passed. Instead, we must embrace 'business unusual,' where we collectively re-examine legislation, regulation, and licensing conditions to ensure responsible gambling remains a priority. The Foundation calls on all stakeholders to consider the balance between economic success and societal wellbeing, working together to create a safer, more sustainable gambling ecosystem.

The National Gambling Board's data paints a picture of significant industry growth and upheaval in the industry, flipping the traditional narrative. Over the last five years, turnover has increased from R425.6 billion in FY2018/19 to an astounding R1.1 trillion in FY2023/24. Gross Gambling Revenue (GGR) followed a similar upward trajectory, rising from R30.8 billion in FY2018/19 to R59.3 billion in FY2023/24. These numbers underline the resilience of the gambling sector, particularly in the aftermath of the COVID-19 pandemic. While industry turnover fell sharply by 27.8% in FY2020/21, it rebounded with an impressive 71.5% increase the following year and has continued its robust growth ever since.

However, this growth has brought a profound shift in market dynamics. Casinos, which once dominated the market with an 84.4% share in FY2009/10, now account for only 29.3% of GGR. Betting has surged to lead the market, claiming 60.5% of GGR, driven largely by the rapid adoption of online platforms post-pandemic. Limited Payout Machines (LPMs) and bingo maintain smaller market shares at 7.0% and 3.2%, respectively.

Regional contributions to GGR further illustrate these shifts. The Western Cape now leads with 31.7% of total GGR, overtaking Gauteng, which once accounted for 41.0% in FY2018/19 but has since dropped to 22.1%. Mpumalanga has also emerged as a significant contributor, surpassing KwaZulu-Natal to claim 21.9% of GGR.

As industry growth drives a rise in the Foundation's resources — from R27.2 million in 2023 to R33.2 million in 2024 — it simultaneously increases the demand for our services. The betting sector alone contributes 44% of the 0.1% GGR allocated to the Foundation, followed by casinos at 39.9%, LPMs at 10%, and bingo at 4%.

Despite these positive developments, we cannot overlook the social costs associated with this growth. Problem and addictive gambling, particularly among the youth, are pressing challenges that require immediate action. By adopting a 'business unusual' mindset, we can address these issues through enhanced legislation, regulation, and licensing conditions.

The Foundation remains committed to ensuring that our efforts match the scale of the challenges we face. Together, we must work to create a responsible and sustainable gambling ecosystem—one that prioritizes the wellbeing of all South Africans while fostering a thriving and competitive industry.

Message from the National Gambling Board Accounting Authority

Financial Year (FY) 2023/2024 marks 20 years of partnership between the National Gambling Board (NGB) as the regulator of the gambling sector, and the South African Responsible Gambling Foundation (SARGF) as the provider of free treatment and care for disordered gamblers.

Ms. Caroline Kongwa
Accounting Authority
National Gambling Board

This collaboration adjuncts the establishing legislation for a legal gambling sector in South Africa, the National Gambling Act, 2004 (Act No 7 of 2004) ("the Act"), which replaced the repealed National Gambling Act, Act No 33 of 1996. This legislation extends beyond the traditional regulatory function that upholds national and international standards of compliance and enforcement by also mandating public education about the potential socio-economic harms of gambling, thereby fostering social cohesion and a capable state.

The incorporation of the SARGF in 2004 made provision for a 'missing link' which takes public education one step further by implementing a gambling sector-funded initiative to rehabilitate compulsive and addicted gambling punters.

After 20 years, that link has been solidly repaired. South Africa stands out as one of only a few jurisdictions worldwide with the foresight to bring this form of balance into an activity conceptualised as a leisure pastime, but nonetheless with the potential to negatively impact lives if taken out of its recreational context and misused by gambling punters.

Over the past two decades, the gambling sector has proven to be a phenomenal South African success story as it relates to Gross Gambling Revenue (GGR) growth and the consequent contribution to economic growth. We have come a long way, from GGR of R8 billion at the end of FY 2003/2004 to recording just over R59 billion at the end of 2023/2024. Collection of fiscus, similarly saw a significant increase from R763 million in 2003/2004 to R4,8 billion in 2023/2024.

Market share experienced a massive shift over the years, driven by new technologies and consequent gambling punter behaviour changes. While casinos dominated the market 20 years ago with 89% market share, the betting mode has skyrocketed in the years since the Covid-19 pandemic due largely to the increased popularity of online betting. A reversal of fortunes in FY 2020/2021 due to the Covid-19 pandemic, witnessed betting overtaking casinos as the market leader, at 60% in 2023/2024 as compared to casinos at 29%. The bingo and Limited Payout Machine (LPM) modes have shown slower growth by comparison, from 0,2% and 0,1% market share respectively in 2003/2004 to 7% and 3,2% respectively in 2023/2024.

The preliminary findings of the NGB's national socio-economic impact of gambling study reveals the negative side of this growth, indicating a jump in problem gambling from 5,8% in 2017 to 31% in 2023. Previous impact studies used a different research methodology, with the 2005 survey rating respondent replies to 20 Gambling Anonymous questions and extrapolating to conclude that 0,26% of the total adult population (over 18 years) exhibited problem gambling behaviour.

These changes have required all stakeholders in the gambling sector value chain to remain agile and adapt with speed. We are somewhat hampered by the concurrent national and provincial regulation of gambling, disparate provincial legislation, and outdated national legislation. Some gambling operators have taken advantage of this lacuna, however the SARGF is to be commended for moving with the times to counter the increase in harm to individuals, families and communities.

This is also one of the primary reasons why the partnership that the NGB and the SARGF has forged is so successful. It is a mechanism through which we, as the gambling regulator in South Africa, can bring about balance between a gambling sector that contributes to the prosperity of the nation on the one hand, yet also prioritising the mental health and wellbeing of gambling punters on the other.

The SARGF has put its efforts behind a diverse and comprehensive basket of psycho-social services created to benefit a changing gambling punter profile. As the SARGF adapted over the years, its research-based philosophy led to the basket of services growing to include not only the counselling of problem gamblers, but also to supporting their rehabilitation and even to improving the burden that disordered gambling behaviour places on their children and families.

PART B: GOVERNANCE

Governance, Board and Committee Attendance 1 April 2023 – 31 March 2024

The King Code IV and the Companies Act 71 of 2008, as amended, emphasise the critical importance of robust governance practices within institutions. These regulations impose stringent responsibilities on directors, holding them accountable for the decisions made on behalf of the entities under their stewardship.

Throughout the year in review, the Foundation diligently adhered to these governance principles. This commitment was evident in the meticulous observance of board procedures, regulatory frameworks, and governance codes as stipulated in the Foundation's Board Charter. These practices were rigorously aligned with the provisions laid out in the Companies Act and the Memorandum of Incorporation (MOI), ensuring comprehensive compliance with legal and ethical standards.

By upholding these standards, the Foundation not only met its legal obligations but also strengthened its governance framework, thereby enhancing transparency, accountability, and the overall effectiveness of its operations. This approach underscores the Foundation's commitment to operating at the highest standards of governance, safeguarding its stakeholders' interests, and fostering long-term sustainability.

Board of Directors

Governance, Board and Committee Attendance 1 April 2023 – 31 March 2024





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	Audit and Risk Committee Member	HR and Remco Chairperson	Audit and Risk Committee Member
COMMITTEE MEMBERSHIP	Board	Board, Audit and Risk, and HR and RemCo	Board and Audit and Risk	Board and HR and RemCo	Board and ARC
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. University of the North; Bachelor of Arts (Social Work and Psychology – University of Limpopo. University of the North. 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
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 -Management of Casino Operations, Governance and Risk Management, Operational Strategy, Regulatory Enforcement	Limpopo Provincial Licencing Authority-Strategic Leadership and Management, Regulatory Compliance, Human Resource and Corporate Services	Compliance & Regulatory Knowledge, Auditing & Risk Management, Financial Management & Strategic Leadership
DATE OF APPOINTMENT	19/07/2016	26/02/2016	17/05/2015	13/05/2020	16/11/2022
NUMBER OF BOARD MEETINGS ATTENDED	4/4	4/4	4/4	4/4	3/4
NUMBER OF ARC MEETINGS ATTENDED		5/5	5/5		5/5
NUMBER OF HR AND REMCO MEETINGS ATTENDED		5/5			





NAME	MS PORTIA BALOYI	MS MALEBO MPEPELE	MS MANTOMBI VUYO	MR THABANI KHANYILE	MR MABUTHO ZWANE
BOARD DESIGNATION				Audit and Risks Committee Chairperson	
COMMITTEE MEMBERSHIP	Board and HR and RemCo	Board and HR and RemCo	Board and HR and RemCo	Board and Audit and Risk	Board and Audit and Risk
QUALIFICATIONS	Masters in business leadership (specialised in Corporate Governance)-Unisa School of Business Leadership. Bachelors in public administration Honours, LLB-University of Natal, B-Proc	New Managers Programme, Wits Business School, BSc. Hons Psychology Medunsa, BA Psychology, English, Education Vista University	National Diploma Internal Auditing-Cape Peninsula University of Technology-Programme in Investigative and Forensic Auditing-UNISA, Bcom Law student- UNISA	B. Com – University of Zululand SAICA Articles – South African Institute of Charted Accountants CIA – Institute of Internal Auditors.	Master of Business Administration from the Nelson Mandela University, Executive Development Programme University of Nevada in Reno-USA
AREA OF EXPERTISE	Operations and Human Resources Management Legal and Regulatory expertise, Financial Management, Governance and Compliance and Strategy Development and Implementation	Casino Licenced Operator, Peermont Group- Group Training and Development Manager, Employee Learning and Development, Training Needs Analysis and Skills Audits and Course Facilitation and Coordination	Licenced Operator, Vukani Gaming Corporation-Operations Management, Licensing and Compliance, Leadership and Stakeholder Liaison, Forensic Auditing and Fraud Prevention and Financial Management	Audit Risk & Assurance, Leadership and Governance, Financial Management and Business Strategy Development	Eastern Cape Provincial Licencing Authority- Gambling Regulation and Industry Development, Governance and Audit, Leadership and Change Management
DATE OF APPOINTMENT	25/05/2018	01/03/2021	03/08/2022-29/09/2023	02/02/2018	25/05/2018
NUMBER OF BOARD MEETINGS ATTENDED	2/4	3/4	0/4	4/4	2/4
NUMBER OF ARC MEETINGS ATTENDED				5/5	1/5
NUMBER OF HR AND REMCO MEETINGS ATTENDED	5/5	5/5	2/5		

AUDIT AND RISK COMMITTEE REPORT

We are pleased to present our report for the financial year ended 31 March 2024.

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.

1. Mr T.D. Khanyile
2. Mr D.T. Marasha
3. Mr M. Zwane
4. Mr O. Seseane

Mr T.D Khanyile
Chairperson of the Audit and Risk Committee

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 2023/24 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:

a) 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.
b) Reviewed the South African Responsible Gambling Foundation's management letter and management's response thereto.
c) Reviewed the accounting policies and practices.
d) Reviewed the entity's compliance with legal and regulatory provisions; and
e) 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 consultation with programme managers and assess need for more human resources. 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 unfocused/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 2018/2019 to 2023/2024

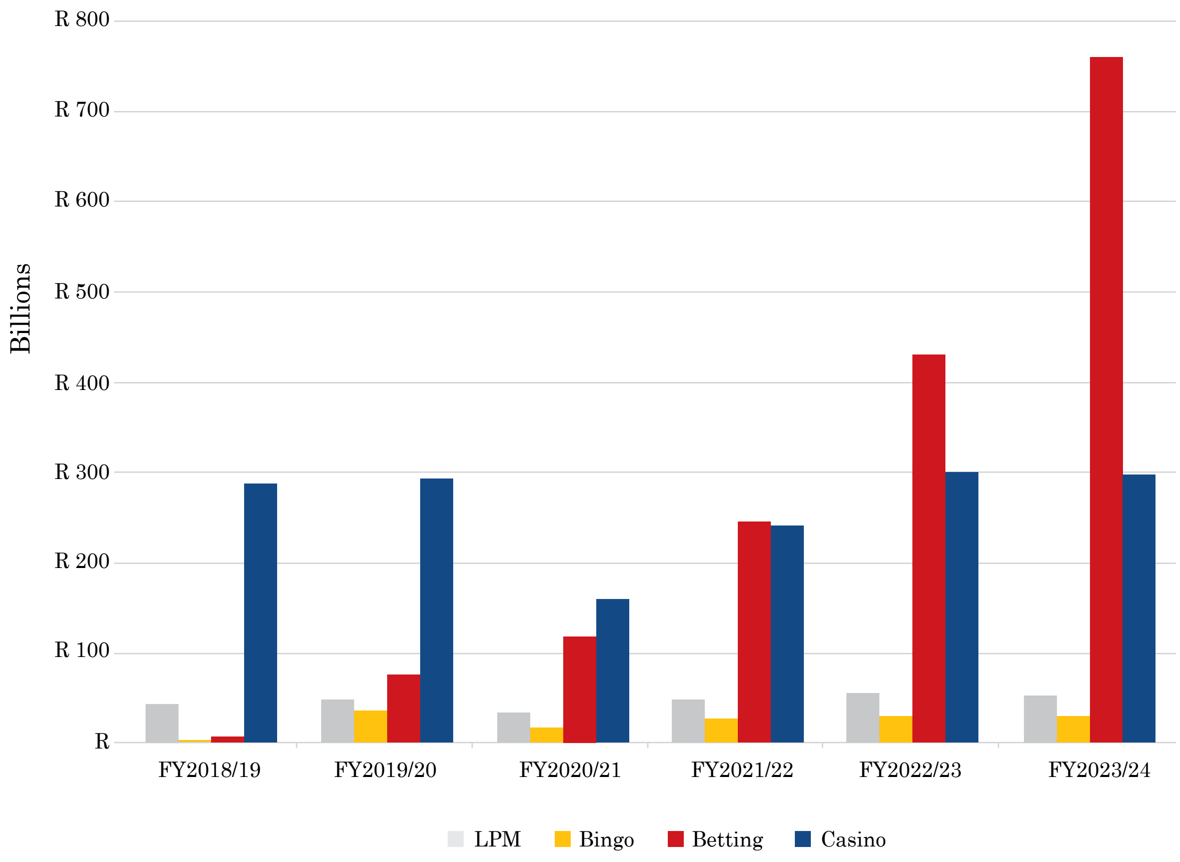
Gambling Sector Performance

a. Turnover per gambling mode in all provinces

Figure 1 shows national turnover per gambling mode between FY2018/19 and FY2023/24.

Industry turnover rose from R425.6 billion in FY2018/19 to R1.1 trillion in FY2023/24. Following 6.2% growth between FY2018/19 and FY2019/20, industry turnover plummeted by 27.8% in FY2020/21 due to the Covid-19 pandemic. The rebound was quick, with turnover rising by 71.5% the following year and continuing on a high growth path to expand by 40.2% in FY2023/24.

FIGURE 1: TURNOVER PER GAMBLING MODE FY2018/19 TO FY2023/24



	FY2018/19	FY2019/20	FY2020/21	FY2021/22	FY2022/23	FY2023/24
LPM	R42 813 575 404	R48 765 701 602	R31 952 777 238	R47 735 084 570	R54 426 852 537	R53 737 393 314
Bingo	R30 047 686 319	R35 151 697 061	R17 202 280 357	R25 674 040 622	R30 477 340 999	R30 267 158 330
Betting	R65 060 643 381	R75 723 999 618	R118 471 235 949	R245 442 319 296	R430 994 922 371	R761 255 817 920
Casino	R287 676 108 048	R292 281 542 623	R158 803 558 751	R241 028 809 3393	R299 211 100 905	R297 423 552 837

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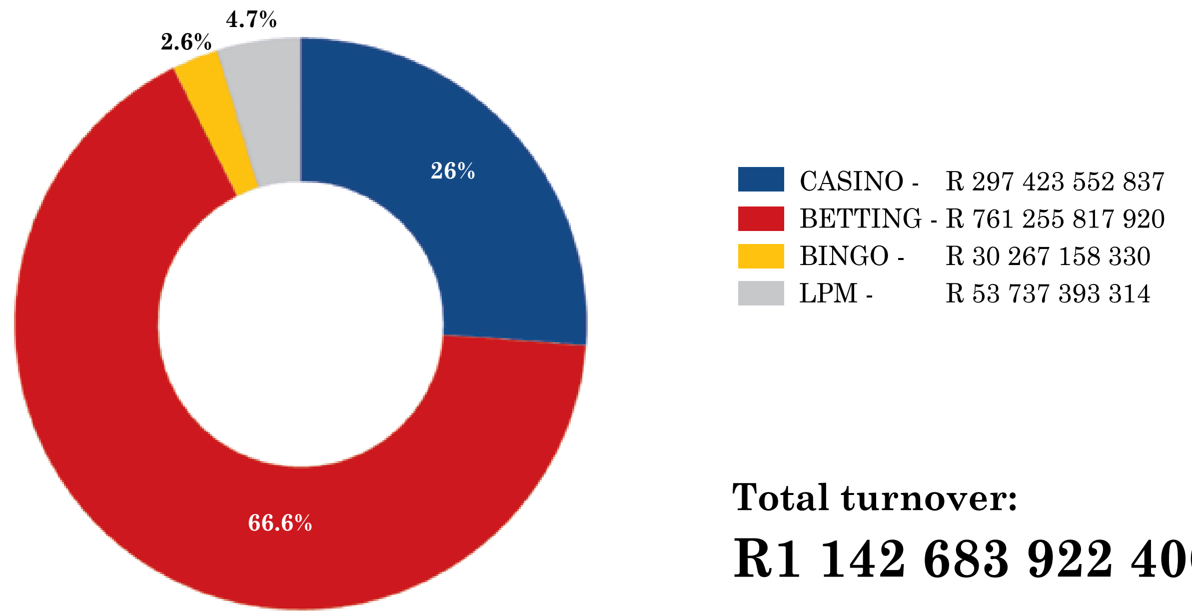
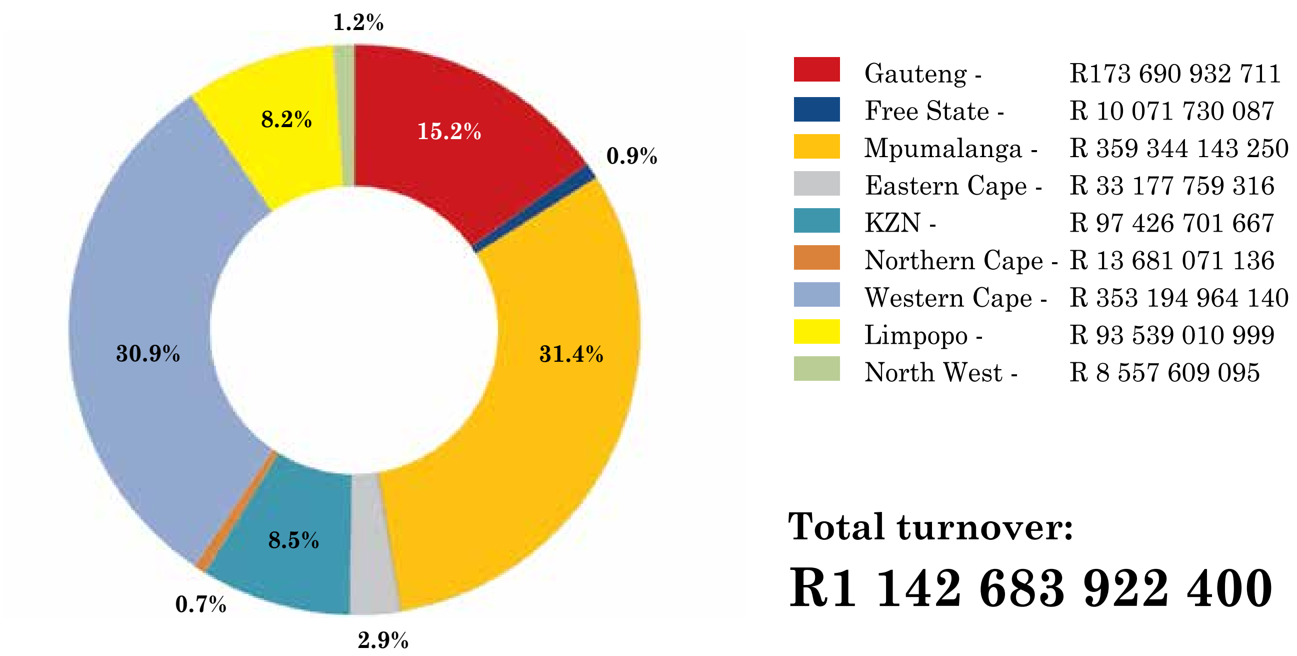
FIGURE 2: TURNOVER PER GAMBLING MODE, ALL PROVINCES, FY2023/24



Total turnover:
R1 142 683 922 400

As shown in figure 2, during FY2023/24 the betting industry generated more than two- thirds of industry turnover at 66.6% while casinos made up 26.0%. LPMs and bingo made up 4.7% and 2.6% of turnover respectively.

FIGURE 3: TURNOVER PER PROVINCE, ALL MODES, FY2023/24



Total turnover:
R1 142 683 922 400

Figure 3 shows that the Western Cape (30.9%) and Mpumalanga (31.4%) generate the bulk of industry turnover, with Gauteng generating 15.2%. This is a significant shift from FY2018/19 where Gauteng made up 44.4% of total turnover, followed by KZN (17.8%) and the Western Cape (15.9%).

b. GGR per gambling mode in all provinces

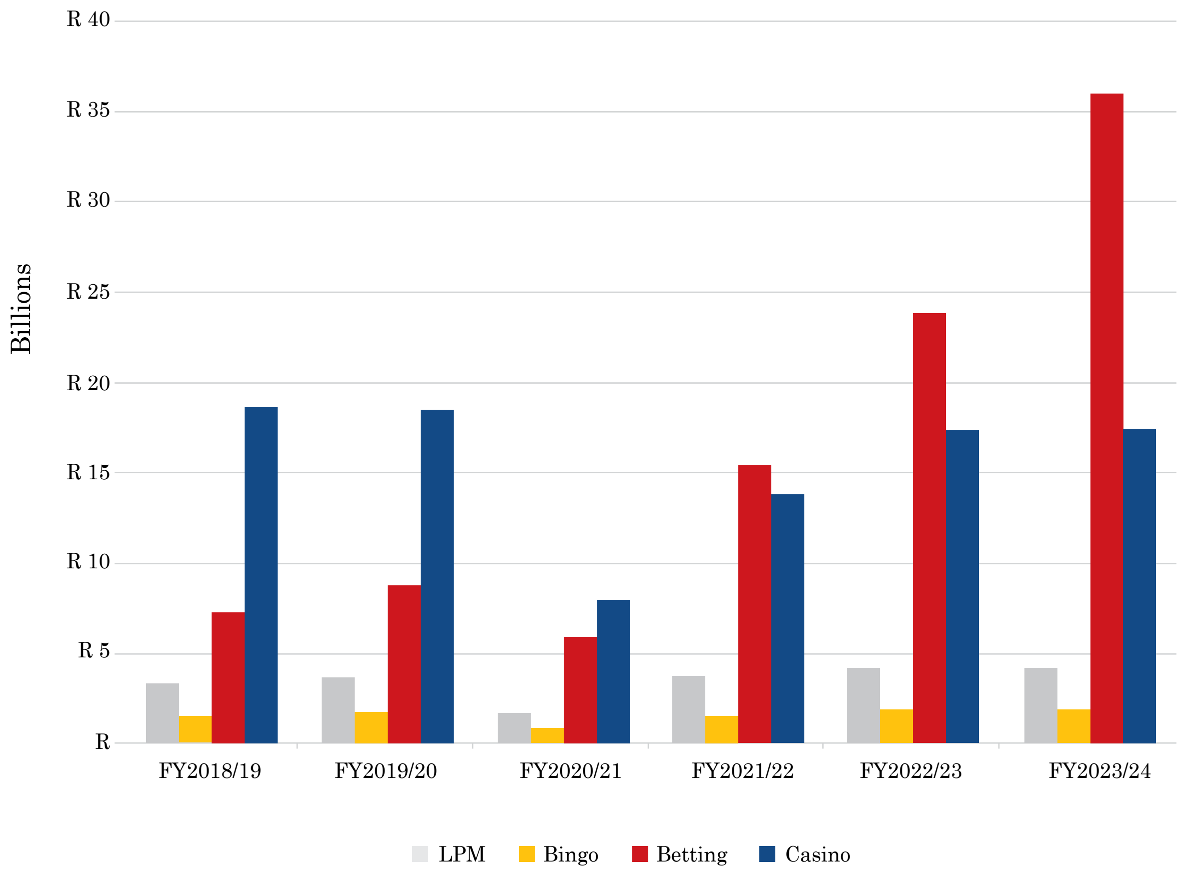
Figure 4 shows national GGR per gambling mode between FY2018/19 and FY2023/24.

Over the period FY2018/19 to FY2023/24, GGR increased from R30.8 billion to R59.3 billion. As with the trend in turnover, GGR increased by 6.0% in FY2019/20 and declined by 28.8% due to the pandemic. GGR rebounded by 48.1% the following year and continued along a double-digit growth path; expanding by 25.7% at the end of FY2023/24.

Betting accounted for the bulk of GGR generated at 60.5%, followed by casinos at 29.3%. LPMs and bingo made up 7.0% and 3.2% respectively. Refer to figure 5.

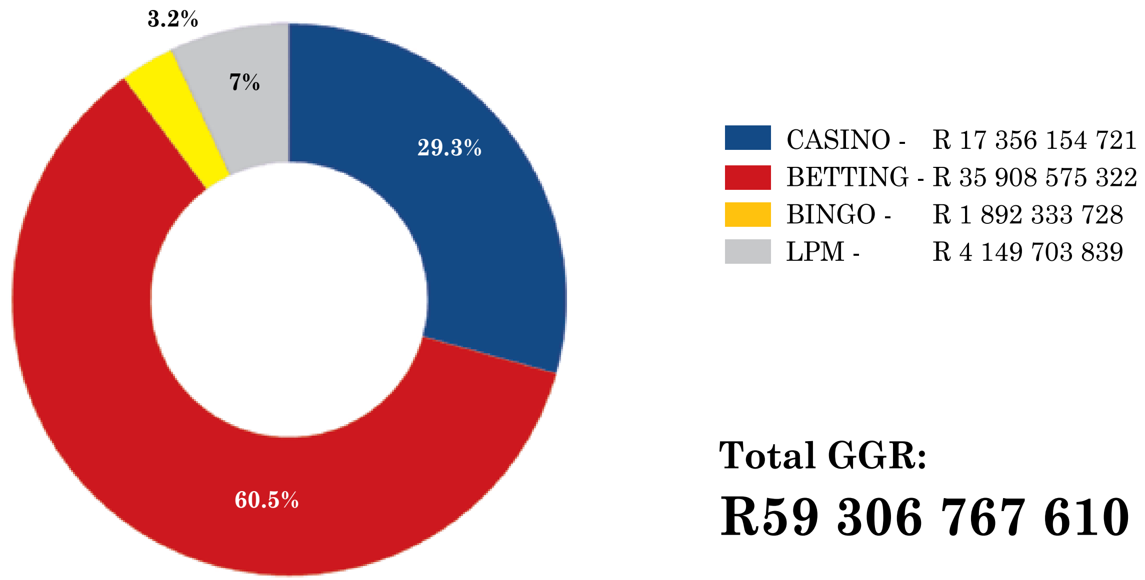
As shown in figure 6, the Western Cape (31.7%) accounted for the highest amount of GGR generated across provinces, followed by Gauteng (22.1%) and Mpumalanga (21.9%). The Western Cape overtook Gauteng as the largest province; Gauteng generated 41.0% of GGR in FY2018/19. Mpumalanga took over KZN's spot at third place, where KZN stood at 17.6% in FY2018/19.

FIGURE 4: GGR PER GAMBLING MODE FY2018/19 TO FY2023/24



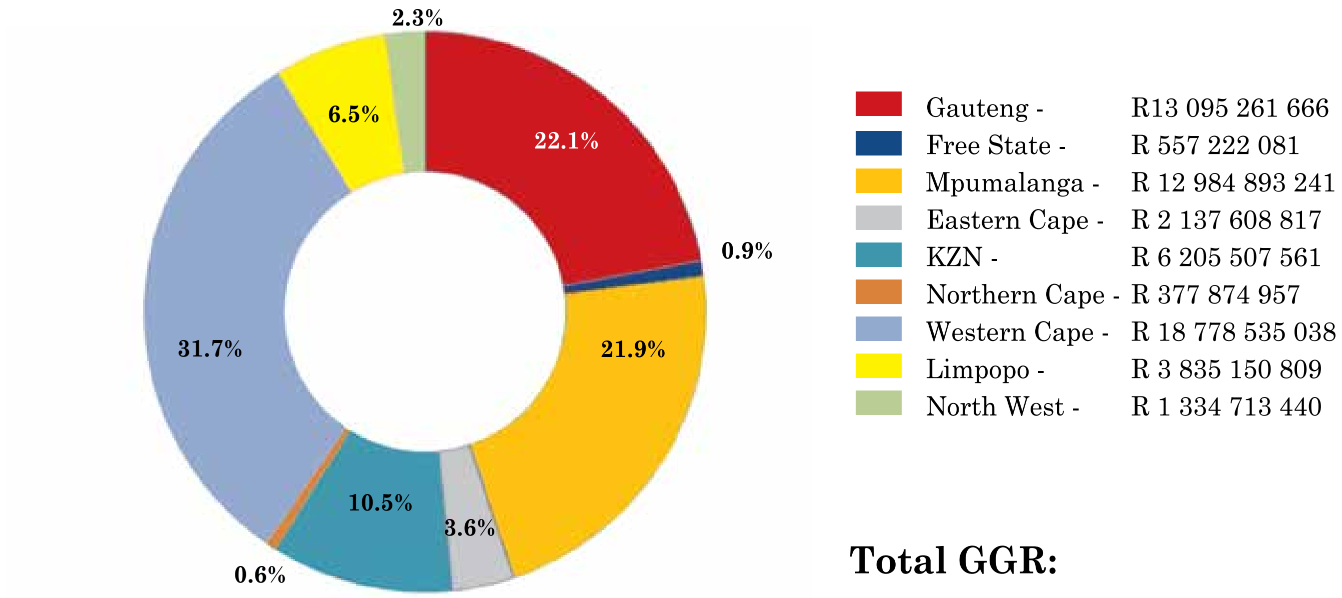
	FY2018/19	FY2019/20	FY2020/21	FY2021/22	FY2022/23	FY2023/24
LPM	R3 350 530 532	R3 681 852 665	R2 434 393 885	R3 698 726 491	R4 230 348 312	R4 149 703 839
Bingo	R1 580 744 888	R1 810 774 980	R1 103 215 830	R1 510 403 511	R1 847 180 224	R1 892 333 728
Betting	R7 227 082 554	R8 765 264 386	R10 604 752 791	R15 468 352 646	R23 748 237 393	R35 908 575 322
Casino	R18 632 408 686	R18 394 077 253	R9 107 191 030	R13 753 507 077	R17 342 258 570	R17 356 154 721

FIGURE 5: GGR PER GAMBLING MODE, ALL PROVINCES, FY2023/24



Total GGR:
R59 306 767 610

FIGURE 6: GGR PER PROVINCE, ALL MODES, FY2023/24



Total GGR:
R59 306 767 610

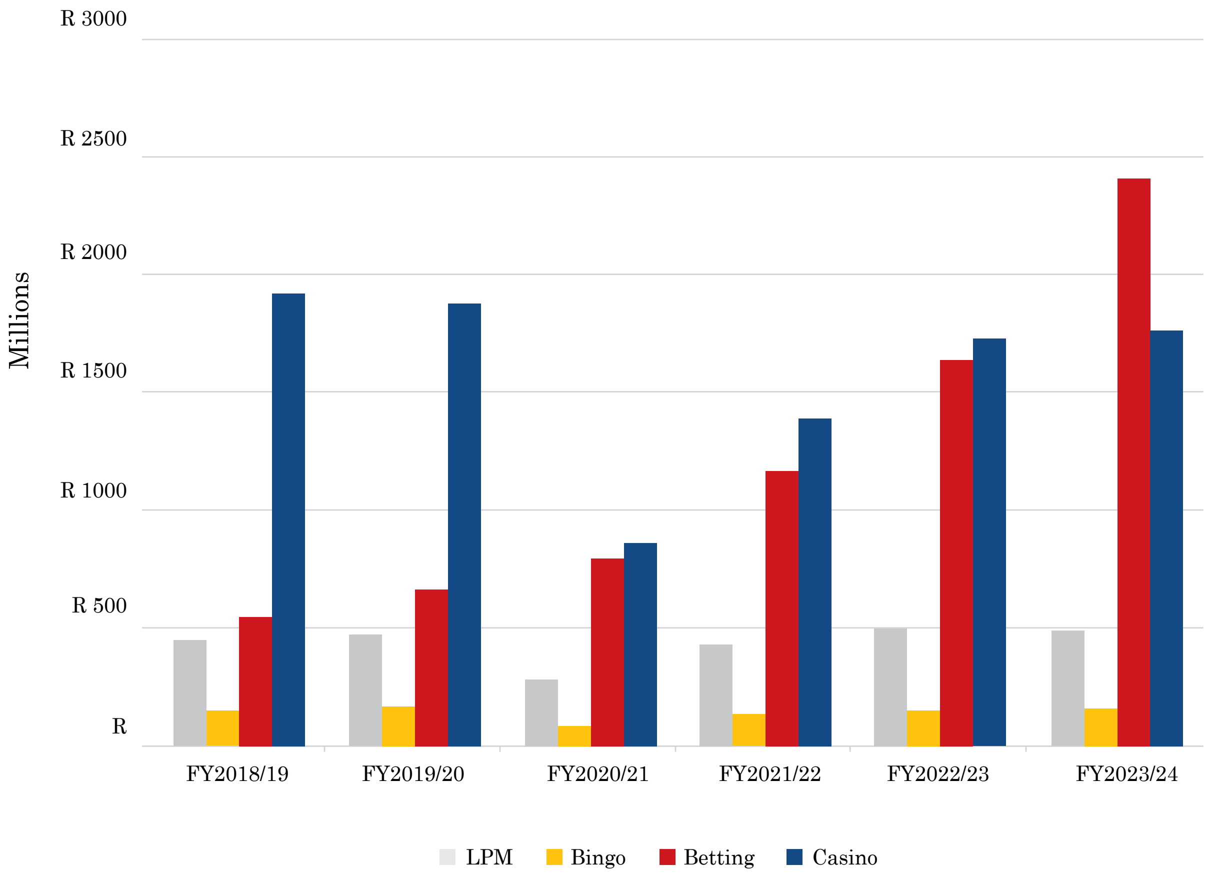
c. Tax contribution of all modes

Figure 7 shows national tax contributions per gambling mode between FY2018/19 and FY2023/24.

Trends in taxes broadly mirrored GGR trends, growing from R3.1 billion in FY 2018/19 to R4.8 billion in FY2023/24.

At 49.9%, betting contributed the highest amount of taxes/levies relative to other gambling modes as depicted in figure 8. The Western Cape (30.1%) accounts for the largest share of taxes/levies generated across provinces as shown in figure 9.

FIGURE 7: TAXES/LEVIES PER GAMBLING MODE FY2018/19 TO FY2023/24



	FY2018/19	FY2019/20	FY2020/21	FY2021/22	FY2022/23	FY2023/24
LPM	R 454 627 239	R 482 878 260	R 291 356 069	R 442 121 386	R 501 897 627	R 495 676 392
Bingo	R 155 817 876	R 172 210 770	R 93 021 186	R 138 146 595	R 159 025 270	R 162 435 443
Betting	R 556 709 987	R 669 908 119	R 798 120 627	R1 170 191 046	R1 641 236 898	R2 414 820 922
Casino	R1 927 643 751	R1 883 771 356	R 866 610 010	R1 400 353 827	R1 736 276 376	R1 768 044 600

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FIGURE 8: TAXES/LEVIES PER GAMBLING MODE, ALL PROVINCES, FY2023/24

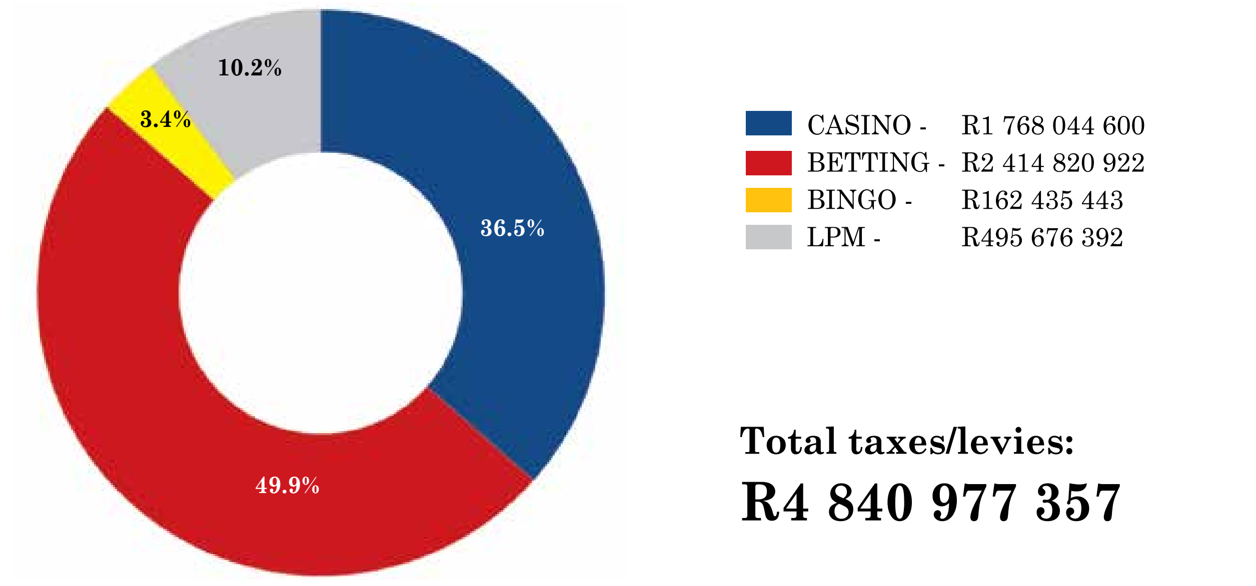
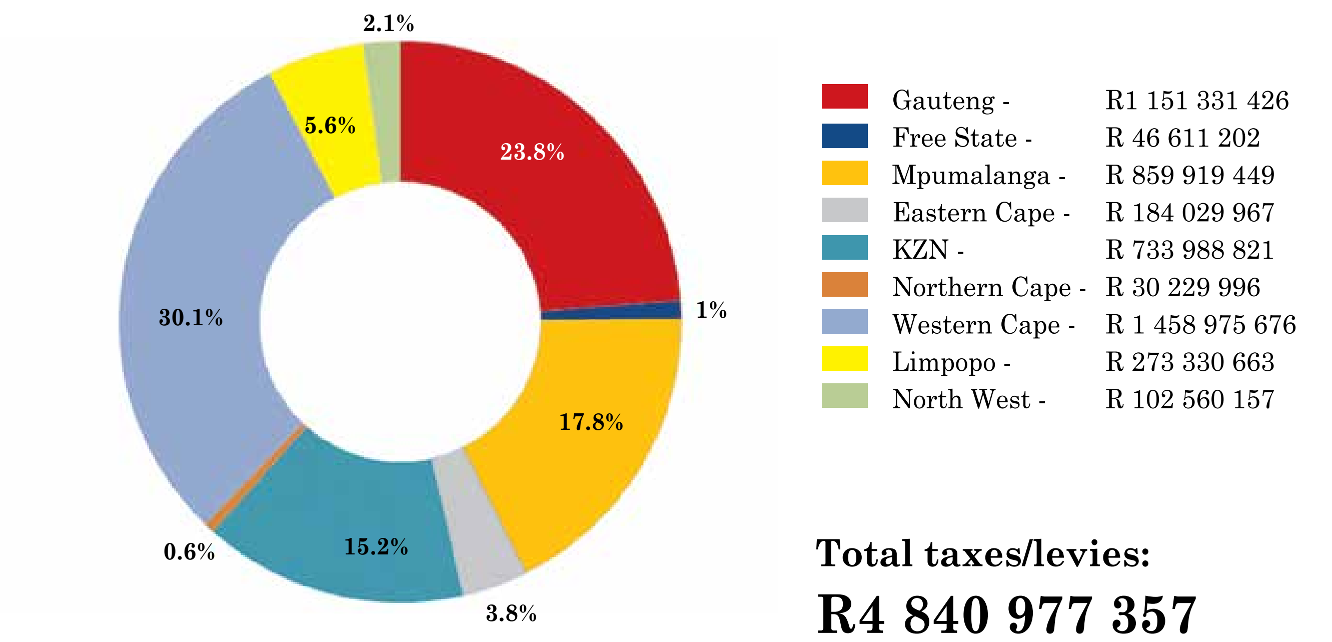


FIGURE 9: TAXES/LEVIES PER PROVINCE, ALL MODES, FY2023/24



d. Employment opportunities that were created and lost during the same period

Overall, employment opportunities in the gambling industry increased by 20% over the period FY2018/19 – FY2023/24. Refer to table 1.

Casinos and totalisators' employment declined by 20% and 22% respectively.

The betting industry doubled its workforce, rising to 13455 people. It also had the largest absolute increase – expanding by 6705 number of people.

LPM employment increased significantly by 247% from 891 to 3094 employees. Bingo employment increased by 51%.

TABLE 1: ESTIMATED GAMBLING INDUSTRY EMPLOYMENT, FY2018/19 – FY2023/24

	FY2018/19	FY2023/24	% change
Casinos	17179	13760	-20%
Totalisators	1780	1385	-22%
Bookmakers	6750	13455	99%
LPM	891	3094	247%
Bingo	1314	1985	51%
PLAs	669	637	-5%
TOTAL	**28583**	**34316**	**20%**

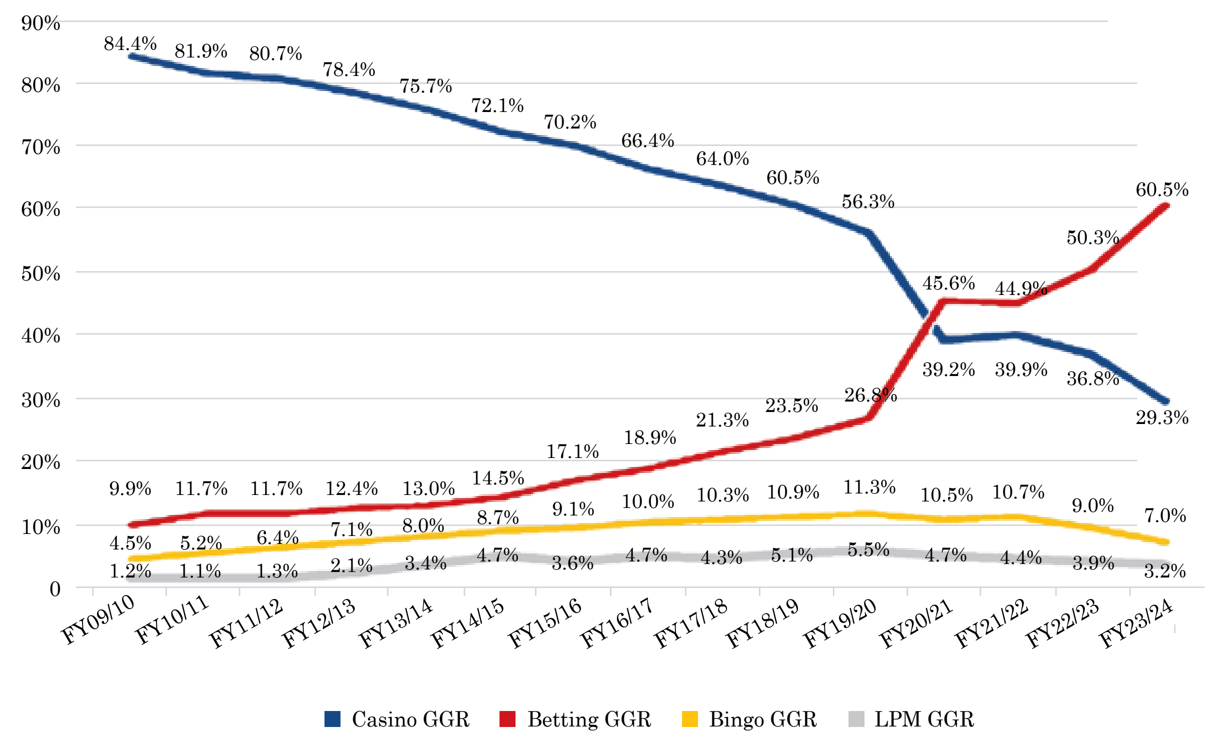
e. The trend in the share of total GGR comparison of all modes

Figure 10 below illustrates the trend in GGR market share between the gambling modes over the period FY2009/10 to FY2023/24.

Over time, casino market share declined from 84.4% in FY2009/10 to 29.3% in FY2023.24. A notable shift in the gambling industry occurred in FY2020/21 – the year the pandemic hit – when betting surged to surpass casinos. This trend continued – leading to betting leading the market at 60.5%.

LPMs and bingo have maintained relatively small market shares that have remained relatively stable; however, both declined in FY2023/24 to 7.0% and 3.2% respectively.

FIGURE 10: TREND IN SHARE OF TOTAL GGR, COMPARISON ALL MODES (FY2009/10-FY2023/24)



STRATEGIC GOALS

The Foundation's Strategic Goals are crafted in response to its mandate, the legislative and policy environment, as well as the situational analysis. This approach sought to ensure that the strategic goals are both reactive to the environment and that the priorities are also proactive in describing the desired future state. They are reflected as "outcomes" - specific and measurable statements describing what The Foundation seeks to achieve as it pursues its strategic intent.

As it seeks to achieve its mission " to advocate for responsible gambling behaviour and mental wellbeing and develop integrated programmes that will minimise the potential negative and harmful effects of disordered gambling" through the following board programmes:

⇒ Problem gambling prevention.

⇒ Integrated and comprehensive treatment and counselling.

⇒ Advocacy and stakeholder mobilisation; and

⇒ Research and knowledge application

Five (5) strategic goals (outcomes) direct the Foundation's effort and focus for the next 5 years, beginning from 2023/2024 to 2026/2027.

1. Advocacy and broad access to prevention and responsible gambling awareness interventions.
2. Integrated and comprehensive treatment, counselling, social and mental wellness interventions for those affected by disordered gambling.
3. Evidence-based programme support through research
4. Develop, train, and capacitate the gambling industry and other stakeholders with the knowledge to identify and respond to incidents of problem gamblers.
5. Administration, Planning, Governance and Risk Management

Each goal represents an aspiration the Foundation seeks to achieve as it pursues its mission (aim). Collectively, the goals define the full range of the Foundation's role and focus.

PROGRAMME 1: Administration Planning Governance and Risk Management

SUB-PROGRAMME 1.2: RESEARCH STUDIES

Outcome: Administration, Planning, Governance and Risk Management

Outcome indicator: Sound corporate administration, governance, planning, risk management and compliance.

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 worked on finalising the national study which started in 2022/23 financial year to gain an understanding of the effects of technological advancement and the socio-economic impact of sports betting in South Africa. The study will be concluded in the 2024/2025 financial year.

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). Below shows collections during the past 5 years.

FIGURE 5: NRGP 0.1% CONTRIBUTIONS YEAR ON YEAR

The graph below shows 0.1% GGR contributions by sector, with 44% collected from the betting sector, followed by the casino sector (39.9%), the LPM sector (10%) and the bingo sector (4%).

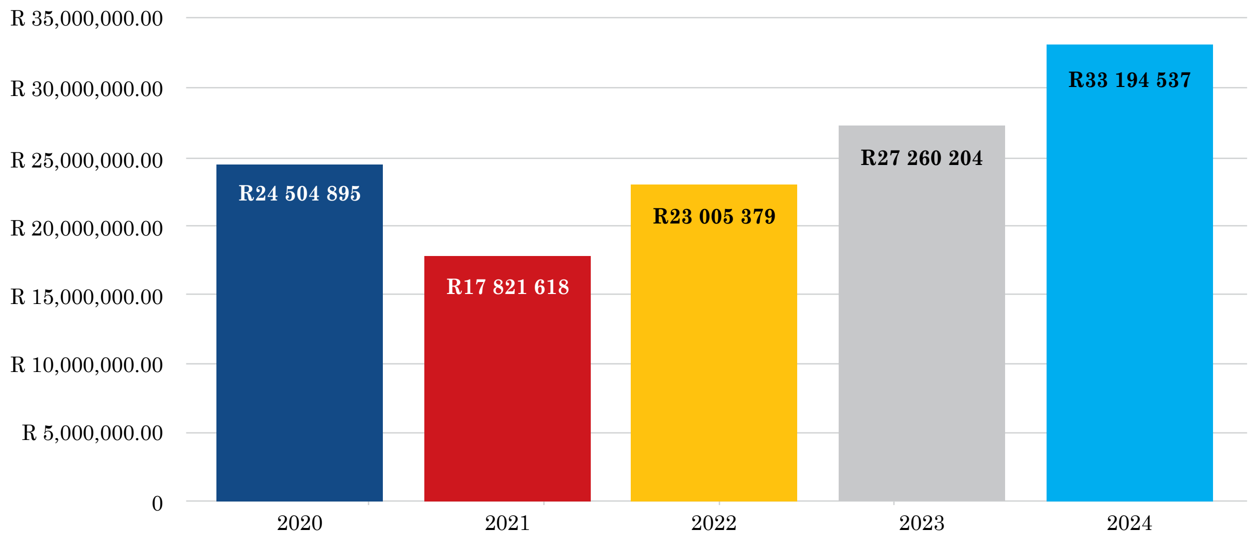
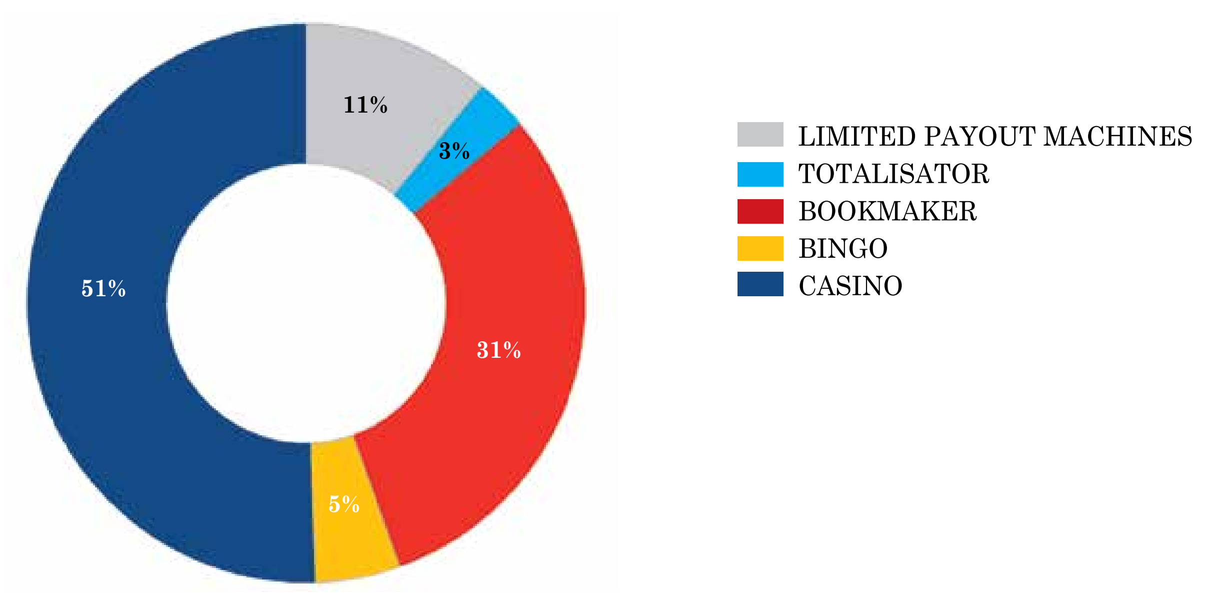


FIGURE 6: GGR PER GAMBLING MODE



SUB-PROGRAMME 1.5: HUMAN RESOURCES MANAGEMENT AND DEVELOPMENT

Strategic Goal: Sound governance and effective administration and management of resources.

Strategic Objective: Sound corporate administration, governance, planning, risk management and compliance.

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 November 2023 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 are allowed to counselling services of independent psychologists who are not in the employ of the Foundation. In the year under review a total of twelve employees were assisted.

(iv) Policy development

A total of six policies were reviewed during the year under review.

(v) Recruitment and Selection

A total of 3 Treatment Professionals were recruited, as well four interns. One intern was absorbed into the Foundation as full-time staff members after completing their 12-month internship programme.

PERSONNEL COSTS

TABLE 2: TOTAL PERSONNEL COSTS PER PROGRAMME

PROGRAMME	TOTAL PERSONNEL EXPENDITURE	EXPENDITURE IN %	NUMBER OF INTERNAL PERSONNEL
Corporate Services	4 825 235	46%	11
Treatment, Counselling & Social Services	3 630 349	35%	22
Training, Industry Development & Support	905 828	9%	3
Advocacy and Communication	1 111 944	11%	3
TOTAL	**10 473 357**	**100%**	**39**

TABLE 3: TOTAL PERSONNEL COSTS BY SALARY LEVEL

LEVEL	PERSONNEL EXPENDITURE	% OF PERSONNEL EXPENDITURE	NUMBER OF EMPLOYEES
Executive Management	1 598 936	15%	1
Senior Management	2 756 569	26%	4
Professionally Qualified	1 802 939	17%	10
Skilled	3 562 823	34%	14
Semi-skilled	633 530	6%	8
Unskilled	118 561	1%	2
TOTAL	**10 473 357**	**100%**	**39**

TABLE 4: PERFORMANCE BONUSES PAID

LEVEL	PERSONNEL EXPENDITURE	% OF PERSONNEL EXPENDITURE	NUMBER OF EMPLOYEES
Executive Management	68 871	19%	1
Senior Management	128 880	36%	4
Professionally Qualified	55 120	15%	7
Skilled	101 907	28%	10
Unskilled	3 751	1%	1
TOTAL	**358 528**	**100%**	**23**

TABLE 5: TRAINING AND DEVELOPMENT COSTS

PROGRAMME	NO. OF EMPLOYEES	COSTS
Corporate Services Department	6	386 097
Treatment, Counselling and Social Services	20	131 904
Communication and Advocacy	2	89 106
Training, Development and Industry Support	1	4 543
TOTAL	**29**	**611 650**

TABLE 6: TRAINING AND DEVELOPMENT PER LEVEL

LEVEL	TYPE OF TRAINING	NO. OF EMPLOYEES	NQF LEVEL	COSTS
Executive	Certificate	1	10	27 788
Senior Management	Certificate Degree	2	9	233 729
Professionally Qualified	Certificate	2	Certificates	3 160
Skilled	Certificate Degree	26	7, 8, 9, Certificates	346 972
Semi-skilled	Certificate			
Unskilled				-
TOTAL		**29**		**611 650**

LEAVE ADMINISTRATION

TABLE 7: ANNUAL LEAVE

LEVEL	NUMBER OF EMPLOYEES	NUMBER OF DAYS TAKEN	AVERAGE DAYS TAKEN	COST TO THE EMPLOYER
Executive	1	12	12	58 320
Senior Management	4	58	14,50	123 489
Professionally Qualified	7	125	17,86	95 377
Skilled	14	216	15,39	176 257
Semi-skilled	6	57	9,50	22 123
Unskilled	1	8	8,00	3 099
TOTAL	**33**	**476**		**478 666**

TABLE 8: SICK LEAVE

LEVEL	NUMBER OF EMPLOYEES	NUMBER OF DAYS TAKEN	AVERAGE DAYS TAKEN	COST TO THE EMPLOYER
Executive	1	5	5	24 300
Senior Management	1	8	8	14 211
Professionally Qualified	3	6	2	3 862
Skilled	2	5	2,5	3 088
Semi-skilled	1	8	8	14 211
Unskilled				
TOTAL	**10**	**27**		**46 420**

TABLE 9: STUDY LEAVE

LEVEL	NUMBER OF EMPLOYEES	NUMBER OF DAYS TAKEN	AVERAGE DAYS TAKEN	COST TO THE EMPLOYER
Executive	1	10	10	48 600
Senior Management	2	15	7,5	43 696
Professionally Qualified	1	7	7	4 506
Skilled	2	18	9	9 829
TOTAL	**6**	**50**		**106 631**

TABLE 10: OTHER LEAVE TAKEN

LEAVE TYPE	NUMBER OF PEOPLE	NUMBER OF DAYS	TOTAL COSTS
Family Leave	3	6	12 376
Maternity Leave	2	130	989 687
Special Level	0	0	0

TABLE 11: STAFF MOVEMENT

REASONS	NUMBER
Promotion	0
Dismissal	0
Expiration of Contract	2
Retrenchment	0
Resignation	2
Retirement	2
Ill Health	0

TABLE 12: LABOUR RELATIONS: MISCONDUCT AND DISCIPLINARY

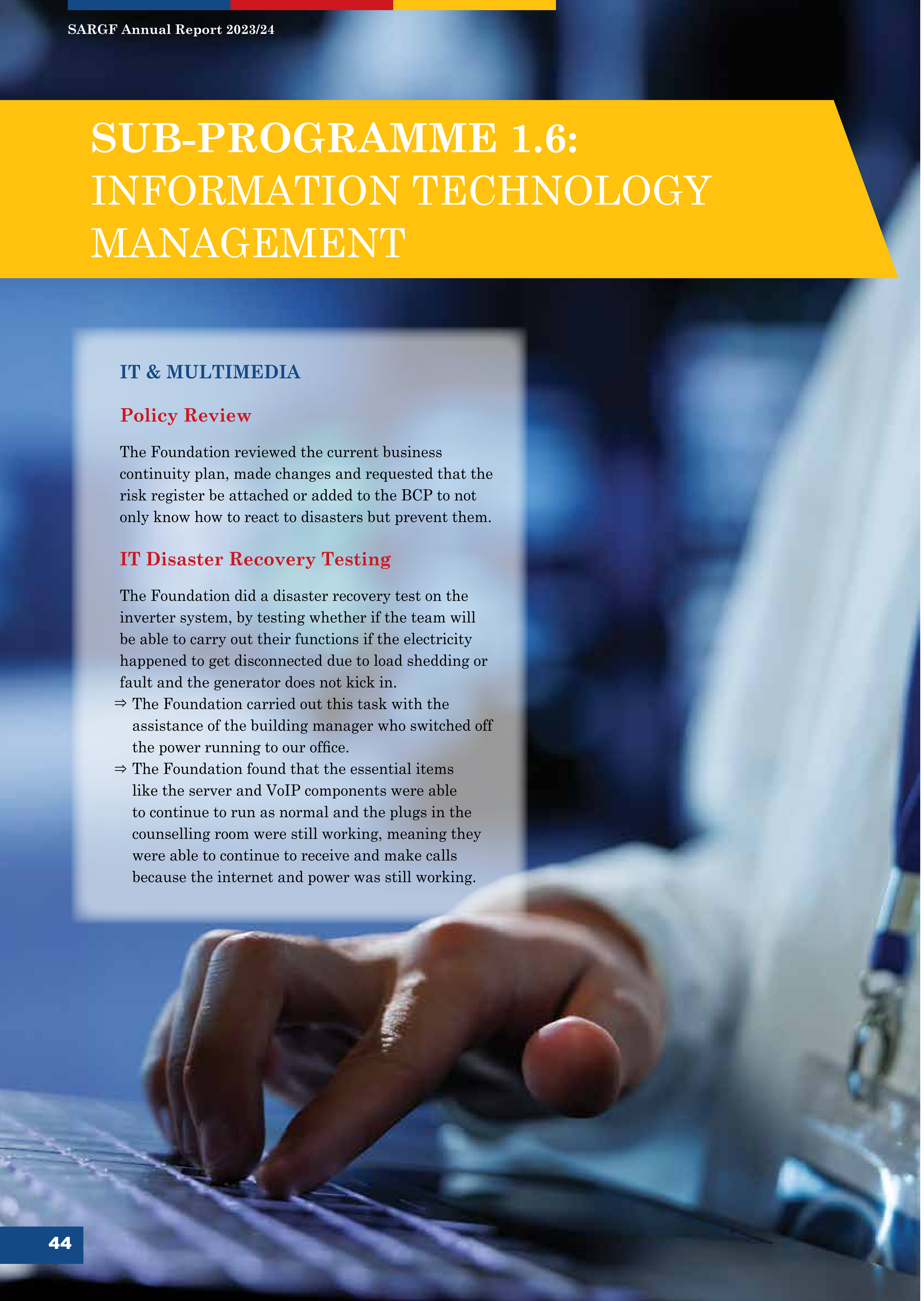
NATURE OF DISCIPLINARY	NUMBER
Verbal Warning	0
Written Warning	0
Final Written Warning	0
Dismissal	0
Total	0

TABLE 13: EQUITY AND EMPLOYMENT EQUITY STATUS

LEVEL	MALES	FEMALES	RACE B	W	C	I
Executive	0	1	1	-	-	-
Senior Management	2	3	4	1	-	-
Professionally Qualified	4	5	9	-	-	-
Skilled	8	6	14	-	-	-
Semi-skilled	1	5	6	-	-	-
Unskilled	1	0	1	-	-	-
Total	**16**	**20**	**35**	**1**	**-**	**-**

16 MEN

20 WOMEN



SUB-PROGRAMME 1.6: INFORMATION TECHNOLOGY MANAGEMENT

IT & MULTIMEDIA

Policy Review

The Foundation reviewed the current business continuity plan, made changes and requested that the risk register be attached or added to the BCP to not only know how to react to disasters but prevent them.

IT Disaster Recovery Testing

The Foundation did a disaster recovery test on the inverter system, by testing whether if the team will be able to carry out their functions if the electricity happened to get disconnected due to load shedding or fault and the generator does not kick in.

⇒ The Foundation carried out this task with the assistance of the building manager who switched off the power running to our office.

⇒ The Foundation found that the essential items like the server and VoIP components were able to continue to run as normal and the plugs in the counselling room were still working, meaning they were able to continue to receive and make calls because the internet and power was still working.

Development of a Functional E-learning System

We revisited the development of the scope we had done in the previous financial year, made some changes, submitted for approval, got the approval and sent to the developers. They have quoted on the development of the first phase of the system but there some changes that we need to consider before we proceed.

Software Licensing and renewal

The time had come to renew our Office 365 E3 license end of July but with the implementation of Information Security Framework, we realised that the Office 365 E3 license will not be sufficient to carry out the tasks needed.

Therefore, the Foundation decided to upgrade to Microsoft 365 which had the capabilities we needed. We only upgraded 50 licenses out the 70 initial licenses we had and kept the remaining 20 on Office 365. Reasons are as follows:

⇒ The 50 licenses came with Entra ID (previously called Active Directory or Active ID, an identity and management solution). Only users needed this type of access, emails like info@responsiblegambling.org.za do not need it.

⇒ In doing so we saved funds on the 20 licenses.

IT Hardware Assessment and Repair

The Foundation purchased a total of 12 machines so far, this financial year.

⇒ 9 of the machines went to the Treatment and Counselling department to individuals who have their laptops for more than 3 years or were defective and to the new interns. Part of the Information Security Framework states that have machines out of warranty can be a risk as some of the components required to fix them are discontinued. They also would not be compatible with the upgrade to the new IT infrastructure.

⇒ 2 machines were for the IT department, a new intern and two defective machines with motherboard faults.

Internal System Maintenance

⇒ **Case Management System** We have moved to version 4 of the case management system. Introducing a digital referral feature which will allow for users to refer themselves via a website link (because of the increasing narrative that problem gamblers cannot get a hold of the foundation). Once completed a Treatment Counsellor will contact them to assist further.

⇒ Once done we will move to the financial or debit review feature

⇒ Doc-IT Had a few challenges with the system, it keeps on crashing, and we had to continuously consult with the developers to resolve the issue. Kaspersky picks up as a threat, I have asked the developers to look in to this matter.

⇒ We should consider migrating to another system that will allow for us to access the system with any platform (MAC or Windows). As we currently stand, Doc-IT works of a hybrid system requiring a lot of bandwidth to connect to it, making it slow. It needs to go through the ISP first, connect to the database then send back the information the device requesting access. For us to have access via the web requires us to open ports on the cloud server, which increases our security risk.

⇒ We engaged with the Doc-IT team to give an overview of their security protocols; it was not satisfactory as some of the features they mentioned can be easily be targeted by cybersecurity attackers.

Incident Report

The Foundation have had about +/- 80 incidents that have been reported, mostly coming from CMS. Faults dealt with mostly with CMS are with password changes, case limits, case termination.

Cyber Security Protection and Prevention

The Foundation had training with the staff members to inform and educate them about cybersecurity threat attacks and how to avoid them. We plan on randomly sending the phishing emails or tactics to see if they are alert and continue having training with them, we are in a ever evolving era of cybersecurity threats.

Most have been able to pick up possible phishing threats and inform us. Allowing us to quarantine and block those threats.

Kaspersky Antivirus continues to be our preferred antivirus/internet security solution, but we would like to consider alternative solutions which we will touched on below.

Development of an integrated information technology and security framework

The Foundation developed an Information Security Framework with 6 phases to combat areas we are lacking based on the audit report.

We have completed 92% of phase one and have started with phase two and three.

Phase 1
We have requested that staff members report to the office (in some cases the staff members had to leave their laptops). We have successfully enrolled 38 staff members, and we are left with approximately 2 staff members.

We have encountered challenge which were not foreseen, prior to the project. We had to start by checking if all the machines meet the requirements for this enrolment. We then realized that most of the devices are using Windows home edition which mean that we needed to do a format and reload and update the operating systems on all the machines which had the unsupported version of windows to Windows 11 Pro.

This process meant the following:
- ⇒ Backing up data for assurance

Even though we have OneDrive backups and also have the RMM software (Remote Monitoring and Management) called Nable Core Data Protection.

In some situations, we had to install the operating system twice because of corrupt disk sectors or registry issues.

- ⇒ Installing Windows 11 Pro operating system
- ⇒ 5 Hours with one machine, some took longer because of the amount of data the user had.
- ⇒ Installing all the applications used by staff members

Phase two and three involves implementing policies such as MFA, auto patch management, user access, user authentication and so much more.

Backup Solutions

We currently run two RMM (Remote Monitoring and Management) Software.

R1 Soft

Which resided on the servers we run for the case management system and Doc-IT, to backup the SQL databases linked to the systems. R1 Soft is an add-on application provided by our Internet Service Provider Afrihost which we pay for.

N-Able Core Protection

Backups our Microsoft Tenet and the applications that resided in it such as Exchange (emails), SharePoint, OneDrive and Teams. In an incident where someone deleted a file/folder or their one OneDrive gets infected with malware, we would be able to restore the data or retrieve emails.

N-able Also offers what they Endpoint security which has machine learning and artificial intelligence integrated in it to pick up and resolve threats. This is something we need to consider as we enter an era of AI threat attacks.

The great thing about these solutions is that they do not reside on the network, are cost effective and automated.

Security

Have had additional security measure implanted by installing biometric access control for the server room and the IT office. Also have included CCTV cameras installed in the server room and a camera facing the IT office.

PROGRAMME 2: TREATMENT, COUNSELLING AND SOCIAL SERVICES

TREATMENT, COUNSELLING & SOCIAL SERVICES

Strategic Goal 2: Integrated and comprehensive treatment, counselling, social mental well interventions for those affected by disordered gambling.

STRATEGIC OBJECTIVE

To provide free, professional, confidential and easily accessible therapeutic, clinical and psychoeducation interventions.

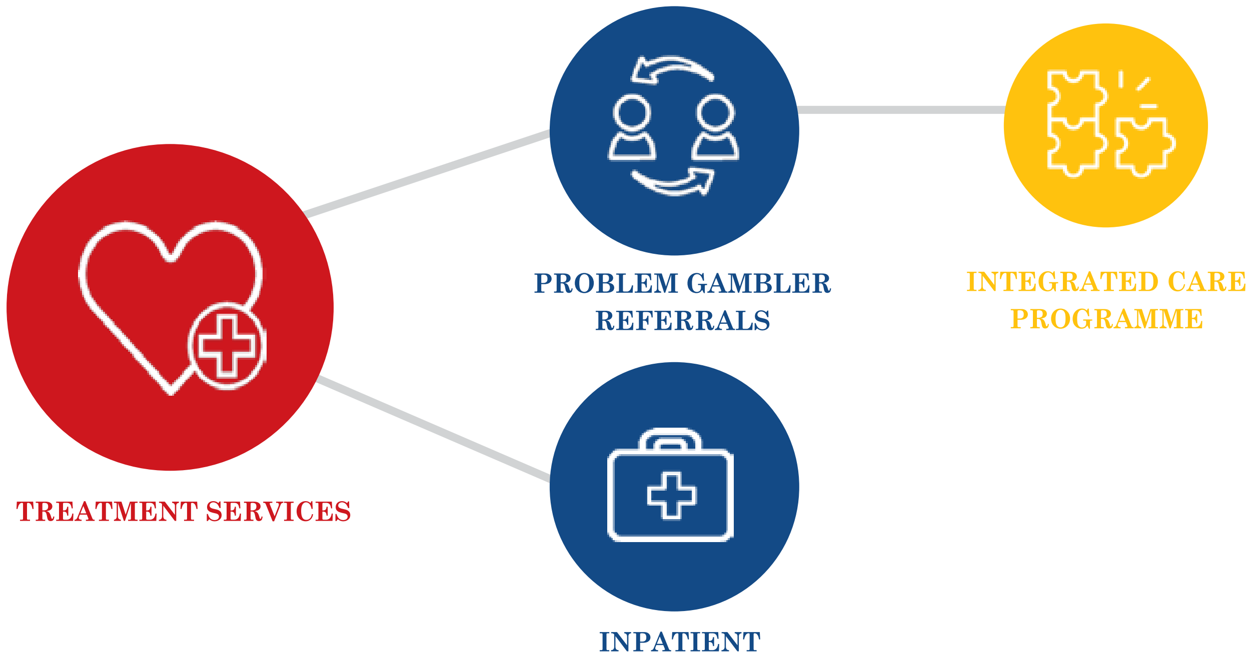
The Foundation's Treatment, Counselling & Social Services department is dedicated to working with integrity aligned to local and international standards of best practice by providing distinct services to its clients and gaining respect and trust from its stakeholders, which include the Provincial Licensing 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

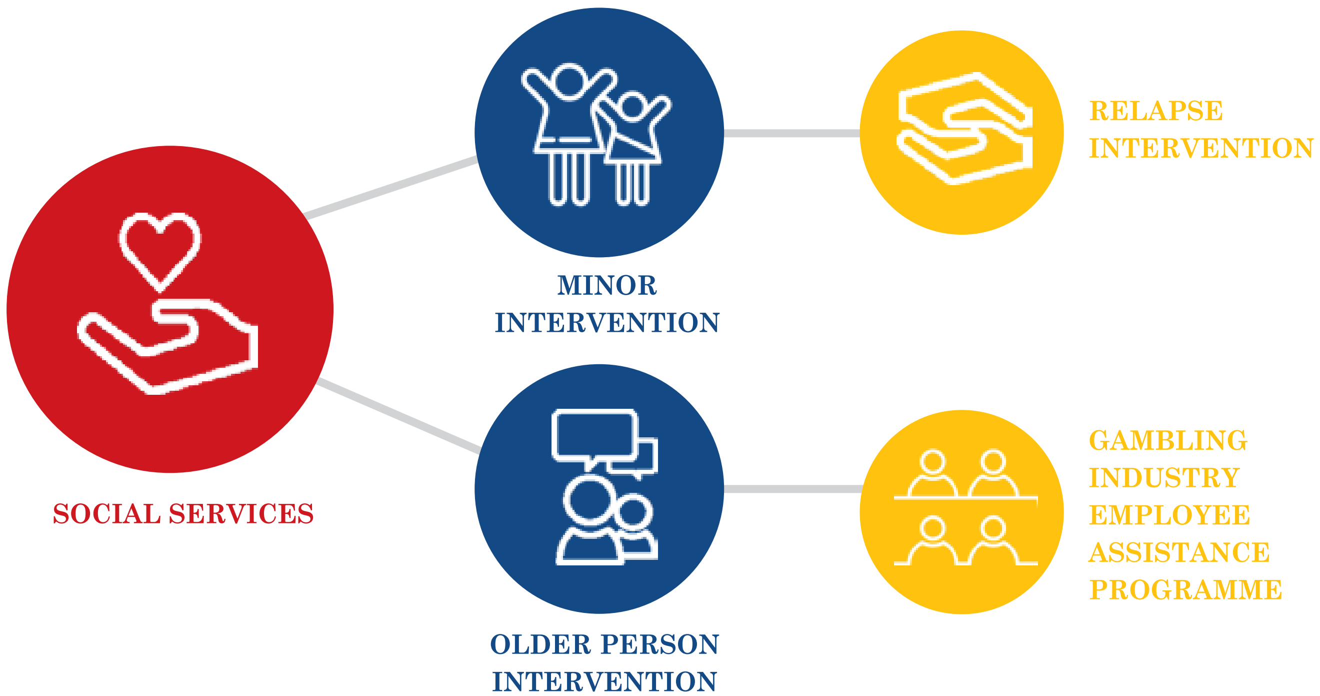
The counselling services conducted 10% of referrals sent for treatment per quarter. One annual review of the treatment, counselling, and social services protocol was completed. Furthermore, a review of the Integrated Care Programme (ICP) questionnaire was to be conducted. Continuing Professional Development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

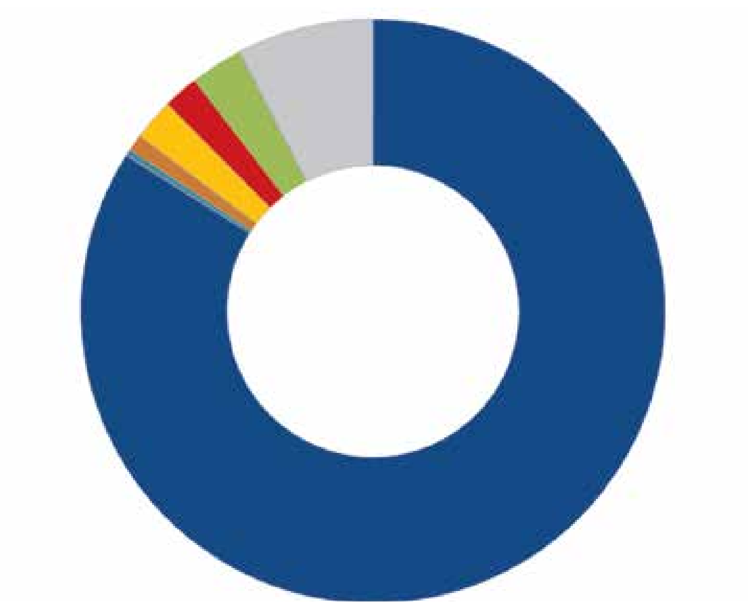


SUB-PROGRAMME 2.1: COUNSELLING SERVICES

COUNSELLING LINE CALLS STATISTICS

In total, the counselling line received 80 921 calls that were recorded on the Case Management System for the 2023/2024 Financial year. The Case Management System recorded a total of 67 919 wrong numbers, 14 Family Referrals, 1 WhatsApp family Referral, 57 Relapse clients, 266 WhatsApp Problem Gamblers, 736 Self-Exclusion, 1870 Hoax calls, 1582 Problem Gamblers, 2353 General Inquiries, 6095 Silent calls, 21 Counselling Anonymous, 1 Problem Gambler T C, and 6 WhatsApp Self-Exclusion, making the total referrals 2662

FIGURE 7: COUNSELLING STATISTICS



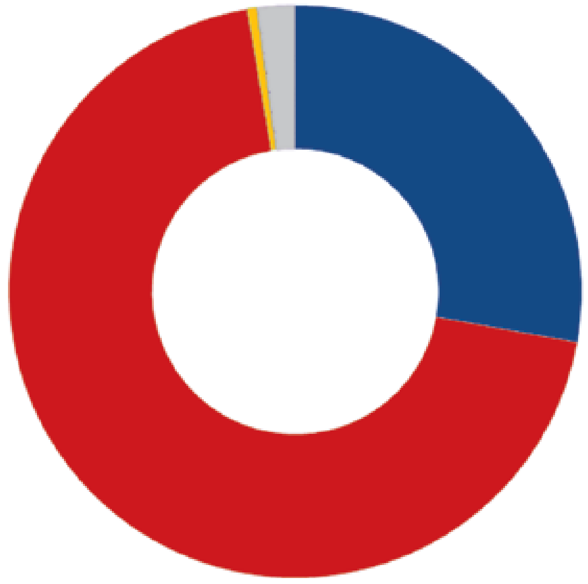
Wrong Number Calls	67 919
Family Referrals	14
WhatsApp Family Referral	1
Relapse Clients	57
WhatsApp Problem Gamblers	266
Self-Exclusion	736
Hoax Calls	1870
Problem Gamblers	1582
General Inquiries	2353
Silent Calls	6095
Counselling Anonymous	21
Problem Gambler T C	1
WhatsApp Self-Exclusion	6

Total Referrals: 2662

In the 2023/24 financial year the counselling line made a total of 2662 referrals; the above table demonstrates referrals made, and categorised in terms of Family referrals, Problem Gamblers, Self-exclusion, and Relapse clients.

A pie chart below shows the total number of referrals successfully referred for treatment. Out of the 80 921 calls recorded, 1849 problem gamblers were referred, 741 Self-Exclusion referrals, 57 Relapse clients and 15 Family referrals were sent for treatment with the Treatment Professionals based across all provinces.

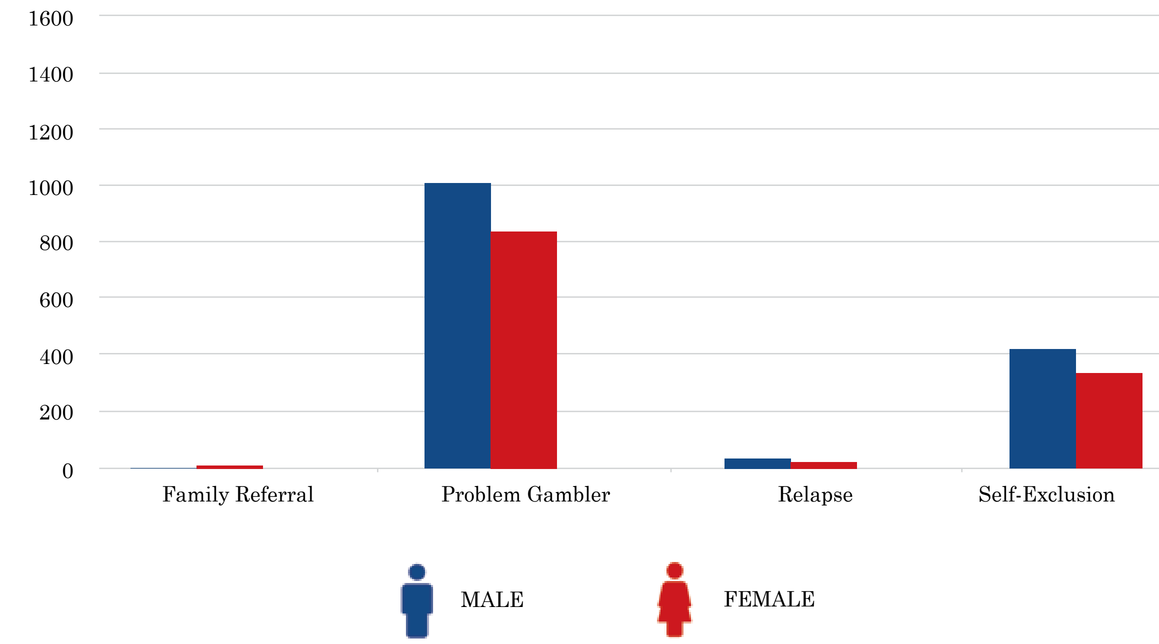
REFERRAL STATISTICS



GENDER BREAKDOWN

The gender breakdown for the treatment referrals completed during the FY 2023/2024 include a total number of 1209 females referred for treatment, 1452 total number of males referred for treatment as well as 1 unspecified individual referred for treatment. Family referrals has 12 females and 3 males; Problem Gamblers had 839 females and 1010 males; Relapse referrals had 23 females and 34 males while Self-Exclusion clients had 335 females and 405 males.

BAR GRAPH OF REFERRALS IN TERMS OF GENDER

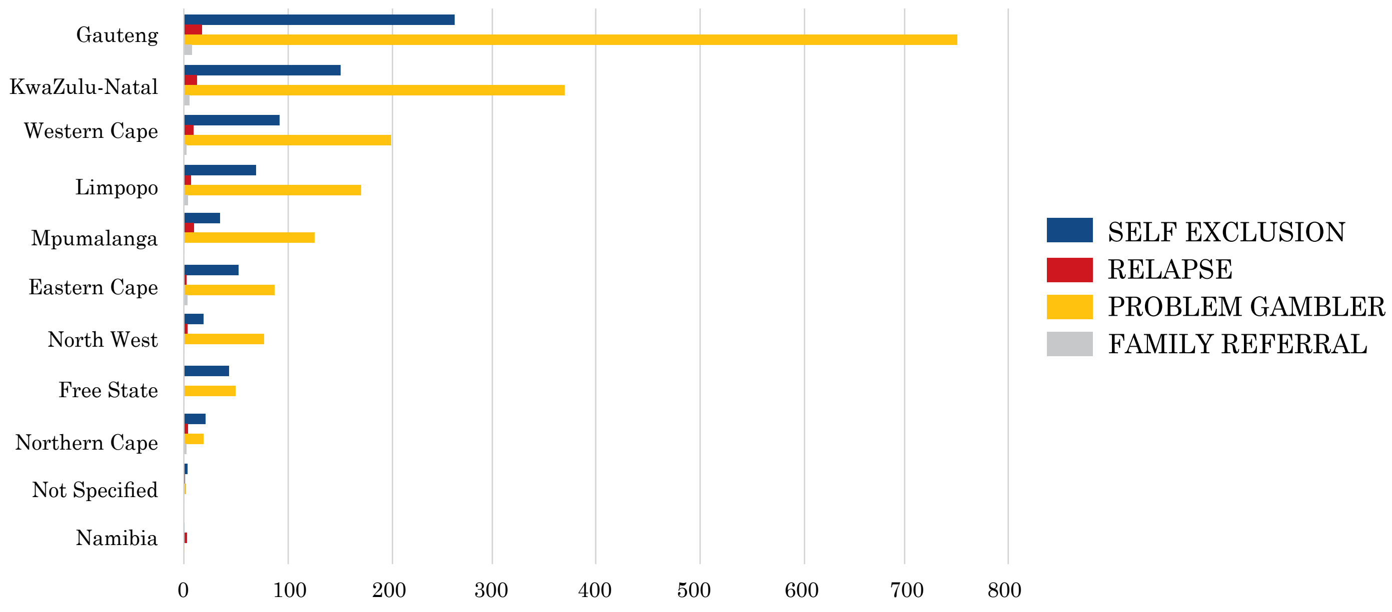


	FAMILY REFERRAL	PROBLEM GAMBLER	RELAPSE	SELF-EXCLUSION	GRAND TOTAL
Male	3	1010	34	405	**1452**
Female	12	839	23	335	**1209**
Unspecified	-	-	-	1	1
GRAND TOTAL	15	1849	57	741	**2662**

PROVINCIAL BREAKDOWN

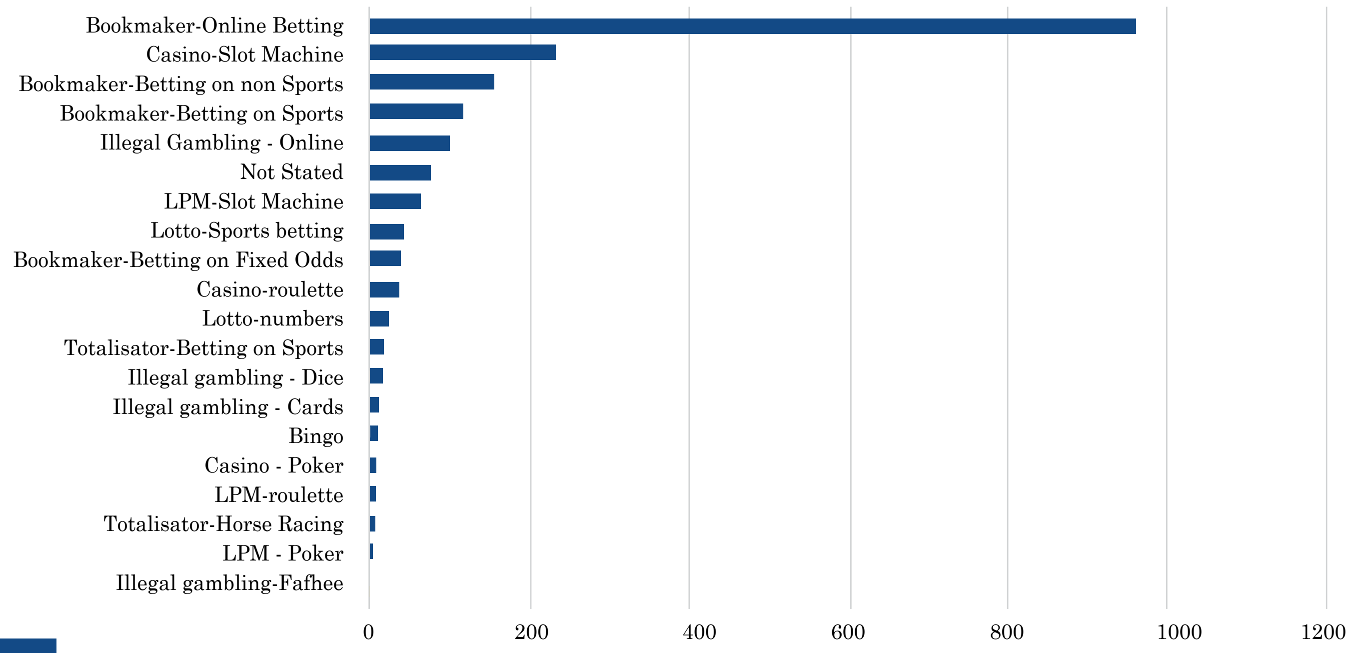
The Provincial breakdown for the 2662 referrals in the FY 2023/2024, indicates that the Gauteng Province is leading in terms of number of referrals as it had 1035 Referrals, followed by KwaZulu Natal with 532 then Western Cape with 300. Limpopo had 249 referrals while Mpumalanga had 169 and in Eastern Cape the number of referrals were 142; In North-west, there were 97 referrals. In the Free State province there were 91; and 42 clients were also referred in the Northern Cape Province. 3 referrals were unspecified while 2 were referred in the Neighbouring country (Namibia).

THE HORIZONTAL BAR CHART BELOW INDICATES THE NUMBER OF CLIENTS REFERRED FROM EACH PROVINCE



GAMBLING MODE

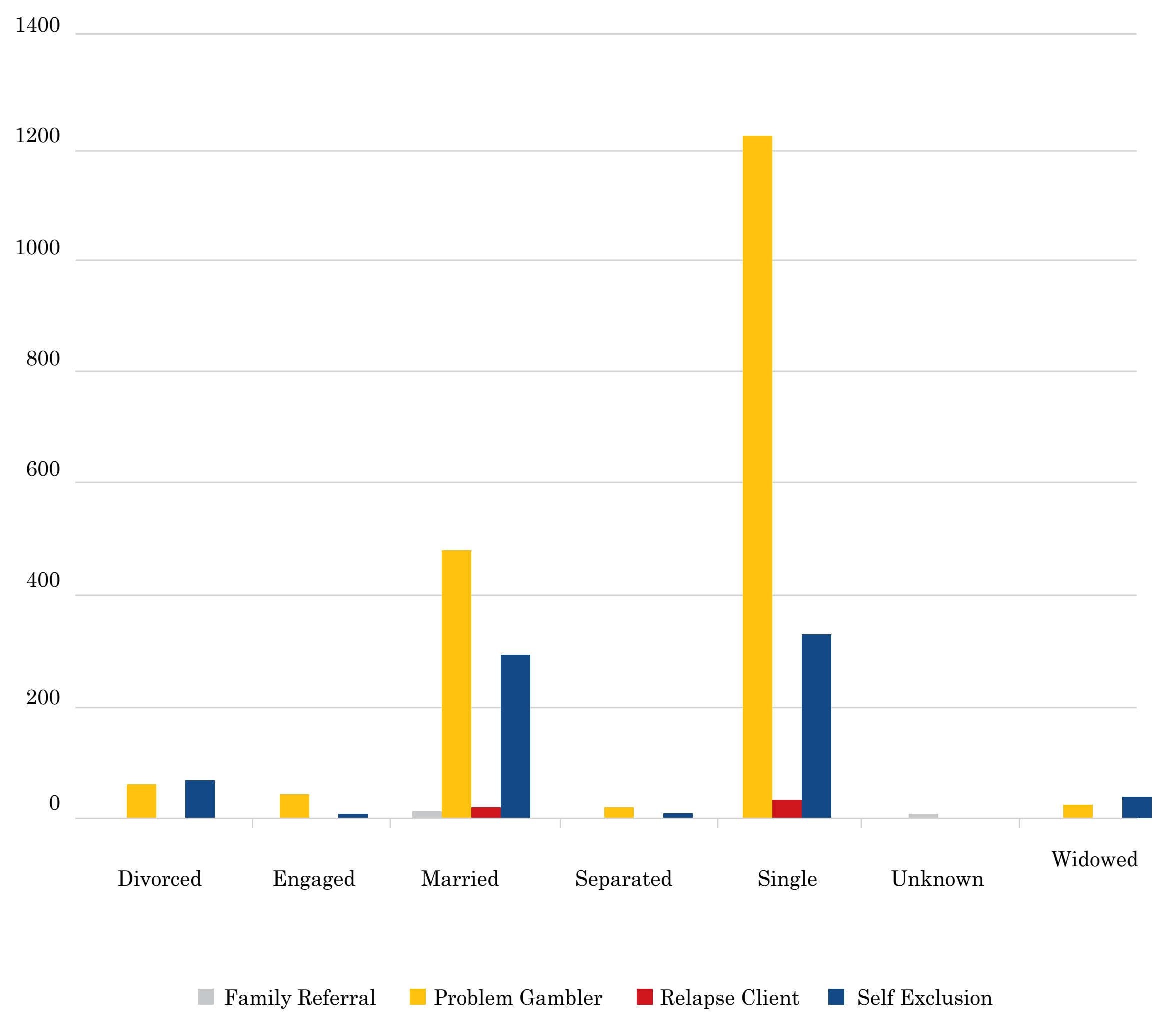
From the 2662 referred for treatment; a total of 1906 was able to indicate which gambling mode of preference. The table below shows the different types of gambling modes and the total of individuals that prefer them. We however do note that the Bookmaker-Online betting had the highest numbers which amounted to 960. This is a simple indication that online betting is growing and mostly used by the clients that call in for assistance concerning gambling issues.



MARITAL STATUS

The table below displays marital status of the clients that called and referred for treatment. From the 2662 referrals done, 129 were divorced, 52 engaged, 802 married, 26 separated, 1586 were single, 7 did not indicate their marital status and 60 were widowed. From the 1586 singles, 3 were family referrals, 1222 were problem gamblers, 31 were relapse and 330 were self-exclusion clients. The 802 married individuals included 11 family referrals, 479 problem gamblers, 19 relapse and 293 self-exclusion clients. The 129 divorced individuals included 1 family referral, 60 problem gamblers, 2 relapse and 66 self-exclusion clients. The 60 widowed individuals included 23 problem gamblers and 37 self-exclusion clients. The 52 engaged individuals included 42 problem gamblers, 4 relapse and 6 self-exclusion clients. The 26 separated individuals included 18 problem gamblers, 1 relapse and 7 self-exclusion clients. The 7 individuals who did not mention their marital statuses included 5 problem gamblers and 2 self-exclusion clients.

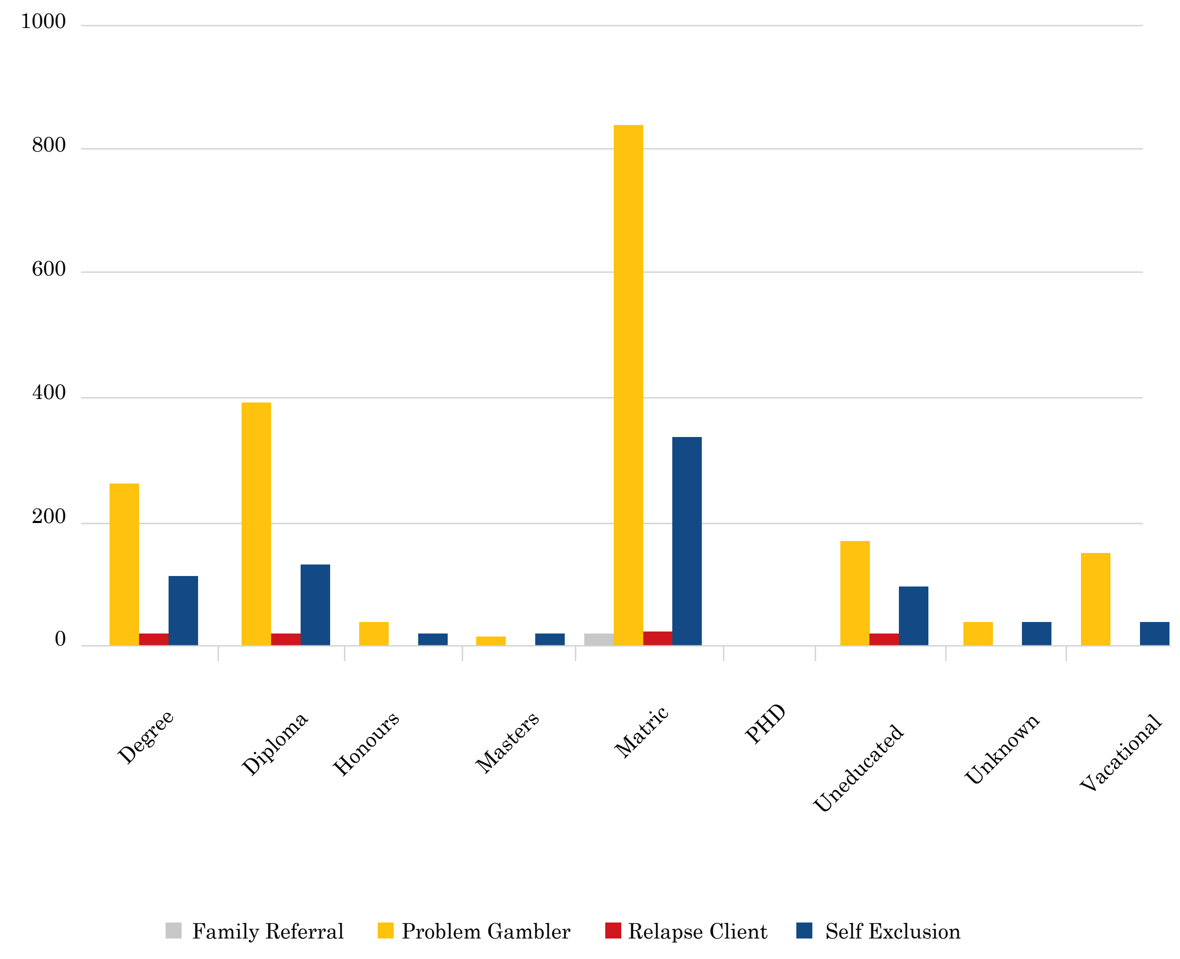
MARITAL STATUS



EDUCATION LEVEL

The breakdown for the 2662 referrals in the FY 2023/2024 in terms of educational level indicates that 1182 clients had Matric as their highest level of education, 521 had Diploma, 367 had Degrees while 63 had Honours. 28 clients had Masters, 4 had PhD and 187 had Vocational. 58 are unknown and 252 are uneducated. The 1182 Matriculants we see that we had 7 who were family referrals, 829 were problem gamblers, 17 were relapse and 329 were self-exclusions. The 521 who had diplomas included 1 family referral, 381 problem gamblers, 14 relapse and 125 self-exclusions. The 367 who had degrees included 3 family referrals, 248 problem gamblers, 17 relapse and 99 self-exclusions. The 63 who had honours included 2 family referrals, 41 problem gamblers, 1 relapse and 19 self-exclusions. The 28 who held Masters included 16 problem gamblers, 1 relapse and 11 self-exclusions. The 4 PhD holders included 2 problem gamblers and 2 self-exclusions. The 58 Vocational included 150 problem gamblers, 3 relapse and 34 self-exclusions. The 252 that were not educated included 1 family referral, 155 problem gamblers, 4 relapse and 92 self-exclusions. Last but not least we had a total of 58 that did not indicate their level of education, 1 family referral, 27 problem gamblers and 30 self-exclusions.

EDUCATION LEVEL

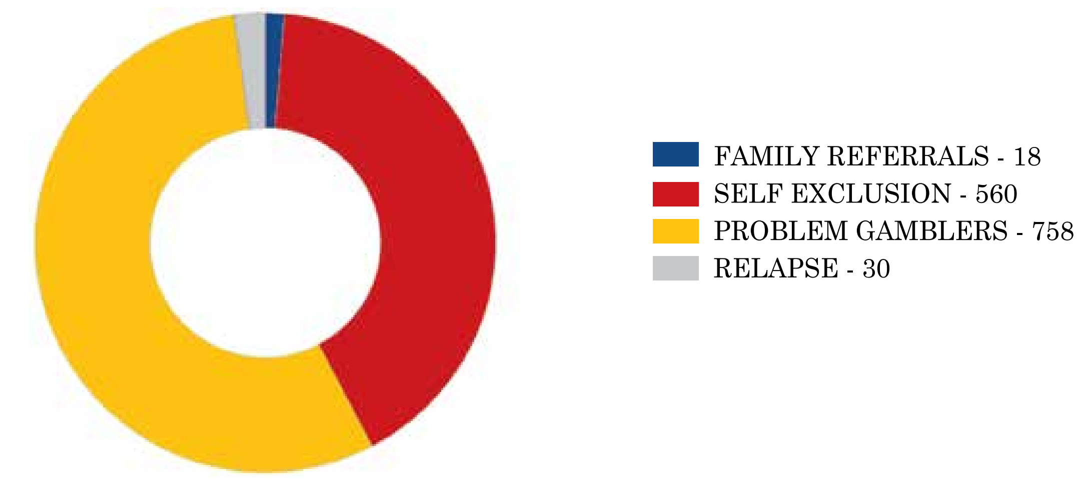


SUB-PROGRAMME 2.2: TREATMENT SERVICES

TREATMENT REFERRALS

The pie chart below shows the number of clients that were treated in this FY 2023-2024. A total of 1366 clients were treated and from that number 758 were problem gamblers, 560 were self-exclusion clients, 30 were relapse clients and 18 were family referrals. The next sections of this report will focus on reporting on the appointment schedules done, the number of sessions and an outline of attendance for each session for each programme.

TREATED CLIENTS



2.2.1A SCHEDULED APPOINTMENTS

The table below shows the appointment scheduled and their statuses. In the financial year 2023-2024 we had a total of 5917 appointment scheduled, from this number a total of 498 were cancelled appointments, 459 were for no-show sessions, 421 appointments were for pending sessions and 4539 were for treated sessions. Which means that from the 1366 clients that were treated, these clients managed to attend a total of 4539 sessions. Further on this table below appointments schedules and referral types are as follows which still represent the 5917 but allocated according to referral types; family referrals had a total of 53 appointments scheduled, 4044 appointments were scheduled for problem gamblers, 148 appointments schedules were for relapse clients and 1672 appointments were scheduled for self-exclusions.

SCHEDULED APPOINTMENTS

REFERRAL TYPE	NUMBER OF CANCELLED SESSIONS	NUMBER OF NO-SHOW SESSIONS	NUMBER OF PENDING SESSIONS	NUMBER OF TREATED SESSIONS	GRAND TOTAL
Family Referral	7	4	1	41	53
Problem Gambler	380	360	327	2977	4044
Relapse	14	7	11	116	148
Self-Exclusion	97	88	82	1405	1672
GRAND TOTAL	**498**	**459**	**421**	**4539**	**5917**

PSYCHIATRIC EVALUATIONS/INPATIENT ADMISSION

The table below gives a quarterly summary of the Psychiatric evaluations and Admissions done. In this financial year 2023-2024 we had a total of 16 Psychiatric Evaluations which results in 9 admissions. Total number of admission days were 202 in which 42 days were done in quarter 1 for the 2 admissions, 91 days were done in quarter 2 for the 4 admissions, 55 days were done in quarter 3 for the 2 admissions and 14 days were done in quarter 4 for the 1 admission. Admissions were done in hospitals like Elim (Gauteng), Summit Clinic (Western Cape), Akeso Hospital (KwaZulu-Natal), Ixande (Western Cape) and Sunnyside Hospital (Eastern Cape)

QUARTERS

CONSULTATION TYPE	QUARTER 1	QUARTER 2	QUARTER 3	QUARTER 4	GRAND TOTAL
Psychiatric Evaluation	3	7	4	2	16
Admissions	2	4	2	1	9
Admission Days	42 days	84 days & 7 day extension	48 days and 7 days extension	14 days	202 admitted days

PSYCHIATRIC EVALUATION/ INPATIENT DIAGNOSIS

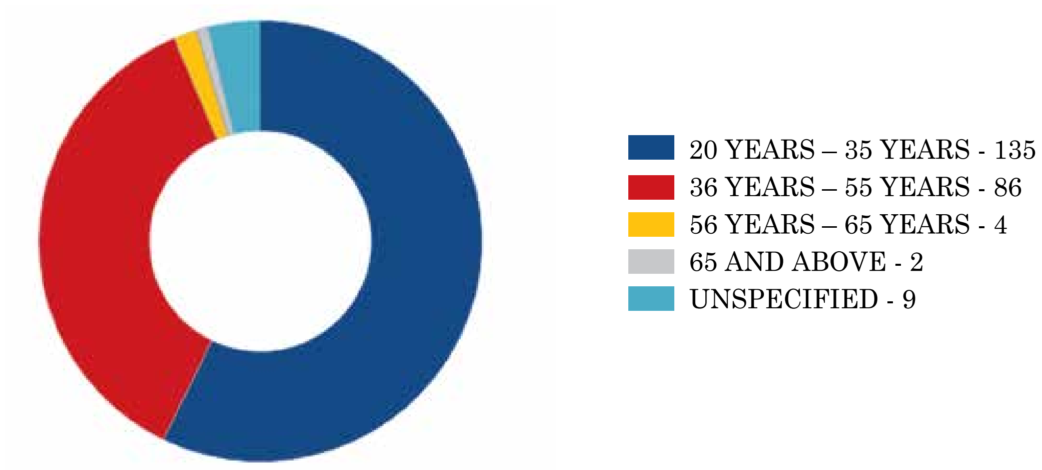
In this financial year 2023-2024 the diagnoses that were made during the psychiatric evaluations and inpatient admissions included the following: Bipolar Mood Disorder, Borderline Personality Trait, Gambling Disorder, Multiple Psychosocial Stressors, Cannabis Use Disorder and Suicide Ideation, Depression, Acute Stress & Adjustment Disorder, Major Depressive Disorder, Generalized Anxiety Disorder, Childhood Trauma.

PROBLEM GAMBLING ASSESSMENT SUMMARY REPORT

The assessment report serves as a summary of the Problem Gambling clients that have been seen for the financial year 2023/24, which makes this report to be based on the analysis of Problem Gambling for the last 4 quarters of the financial year 2023/24 as far as reports and assessments from Treatment Professionals are concerned. According to the records obtained from the Treatment Professionals a total number of 690 clients attended their first and/or second sessions. The treatments services department was supposed to have received a total of 1188 PG summary reports, however about 952 reports are still pending, and TPs have not sent these reports.

The analysis of the Problem Gambling assessments is based on inclusive criteria that help in determining the severity of a client's Problem Gambling. The criteria include information such as age, gender, race, and province. The use of a History of Problem Gambling Questionnaire helps determine clients' family history of gambling, suicidal risk, PG-YBOCS and Psychiatric illnesses. The following tables below serve as a breakdown of the total number of clients who were seen based on the different criteria that TPs consider when assessing for Problem Gambling.

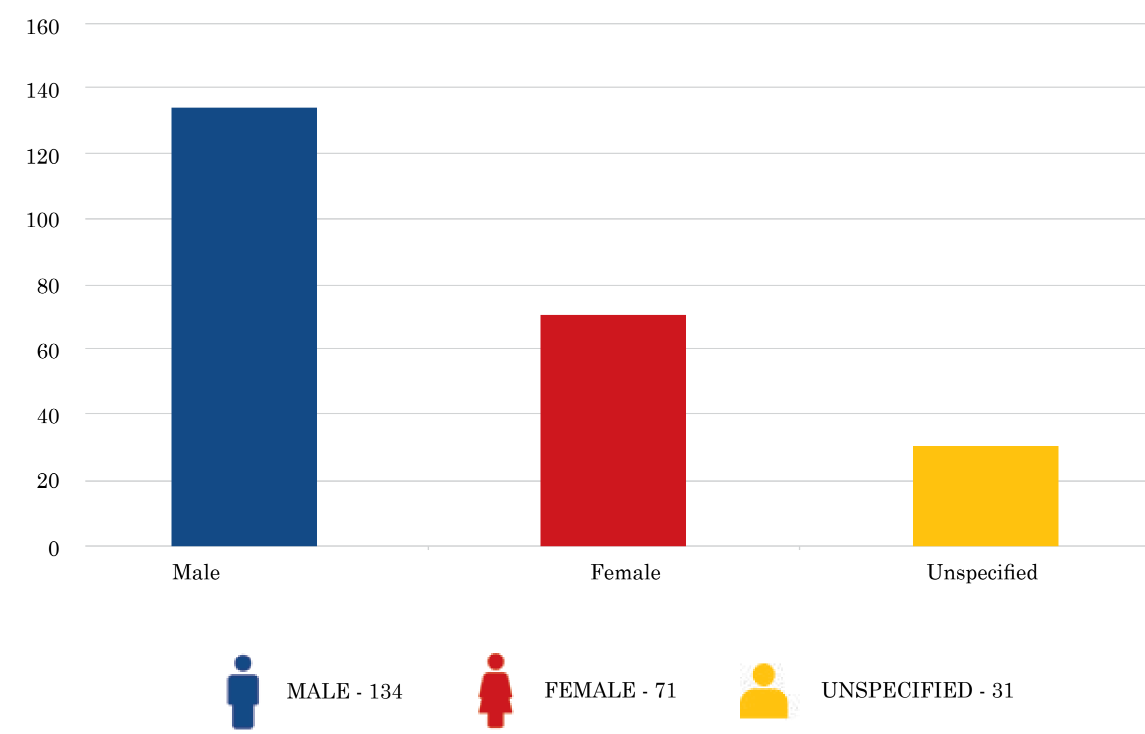
AGE CRITERIA FOR THE CLIENTS SEEN FOR PROBLEM GAMBLING



GENDER BREAKDOWN

From the assessments received we have had a total of 71 females and 134 males, while 31 clients did not specify their gender.

GENDER BREAKDOWN



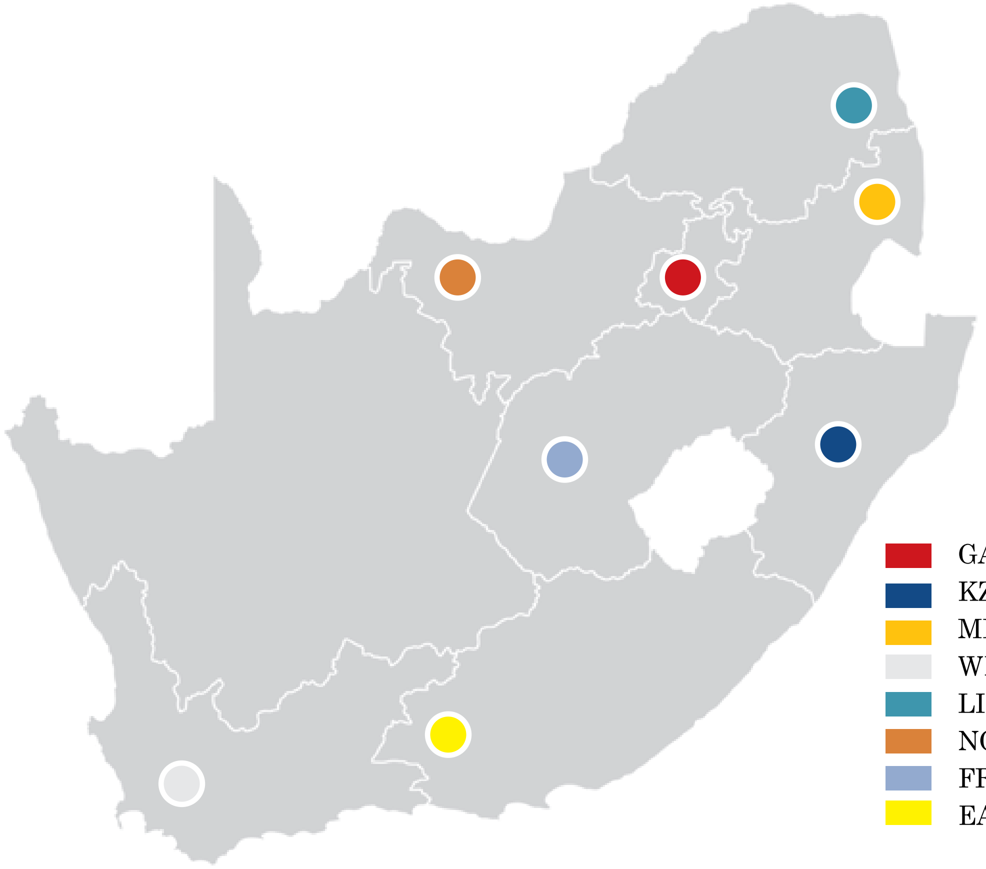
RACIAL BREAKDOWN:

From the assessments received we have had a total of 164 black African clients, 19 coloureds clients, 14 Indian clients, 31 Whites clients and 1 Portuguese while only one has not confirmed their race.

RACE	
Black/African	164
Coloured	19
Indian	14
White	31
Portuguese	1
Unspecified	7
GRAND TOTAL	63

PROVINCIAL BREAKDOWN FOR THE CLIENTS SEEN FOR PROBLEM GAMBLING

From the assessment received we had a total of 36 reports from the Gauteng province with 120 clients, followed by Limpopo (35), then KZN and Western Cape both with 25 clients attending first sessions, then Mpumalanga with 20 clients' reports, and Northwest (7), followed by both Free State and Eastern Cape both with 2 reports received from TPs.



GAUTENG	120
KZN -	25
MPUMALANGA -	20
WESTERN CAPE -	25
LIMPOPO -	35
NORTHWEST -	7
FREE STATE -	2
EASTERN CAPE -	2

Grand Total: 236

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PSYCHIATRIC ILLNESS

The presence of psychiatric illnesses could serve as predisposing factors for one to develop Problem Gambling behaviours or disorders. Psychiatric illnesses are mental disorders that have a wide range of conditions that affect one's thinking ability, thought processes, mood stability and regulation. Based on the Treatment Professionals' assessment reports for clients seen in 2023/24 FY, we have discovered that 61 of the clients had a family history of problem gambling, in addition, there were different primary diagnoses that Treatment Professionals made, and they include the following: Relational problems; Addiction disorders; Bipolar disorder and Schizophrenia; Depression (client presenting with depressive symptoms); Major Depressive Episode; Impulse control disorders and Problem Gambling, alcohol use disorder, borderline personality disorder, generalized anxiety disorder, social phobia etc. however there were clients who presented with no psychological disorder or were not diagnosed of any psychiatric illnesses.

SUICIDALITY:

As part of the assessment conducted by Treatment Professionals, clients are given a questionnaire which is structured in a manner that helps highlight the frequency of clients who have suicidal ideations and its severity because of Problem gambling. The reports provided by Treatment Professionals has highlighted those 90 clients reported with suicidal ideation because of their Problem gambling whilst 135 clients did not report or present with suicidal ideation because of their Problem gambling.

The table right showcases the level range of the frequency of suicidal ideation due to Problem Gambling that the assessed clients have had in financial year 2023/24.

SUICIDAL IDEATION (LEVEL)	
High	1
Mild	67
Moderate	12
Severe	10
None	135
GRAND TOTAL	225

FAMILY HISTORY OF PROBLEM GAMBLING

In this financial year, only 61 clients from whom we received the PG summary assessments reports, had a family history of problem gambling while 167 did not have. Others did not specify.

HISTORY OF PROBLEM GAMBLING IN FAMILY	
No	167
Yes	61
GRAND TOTAL	228

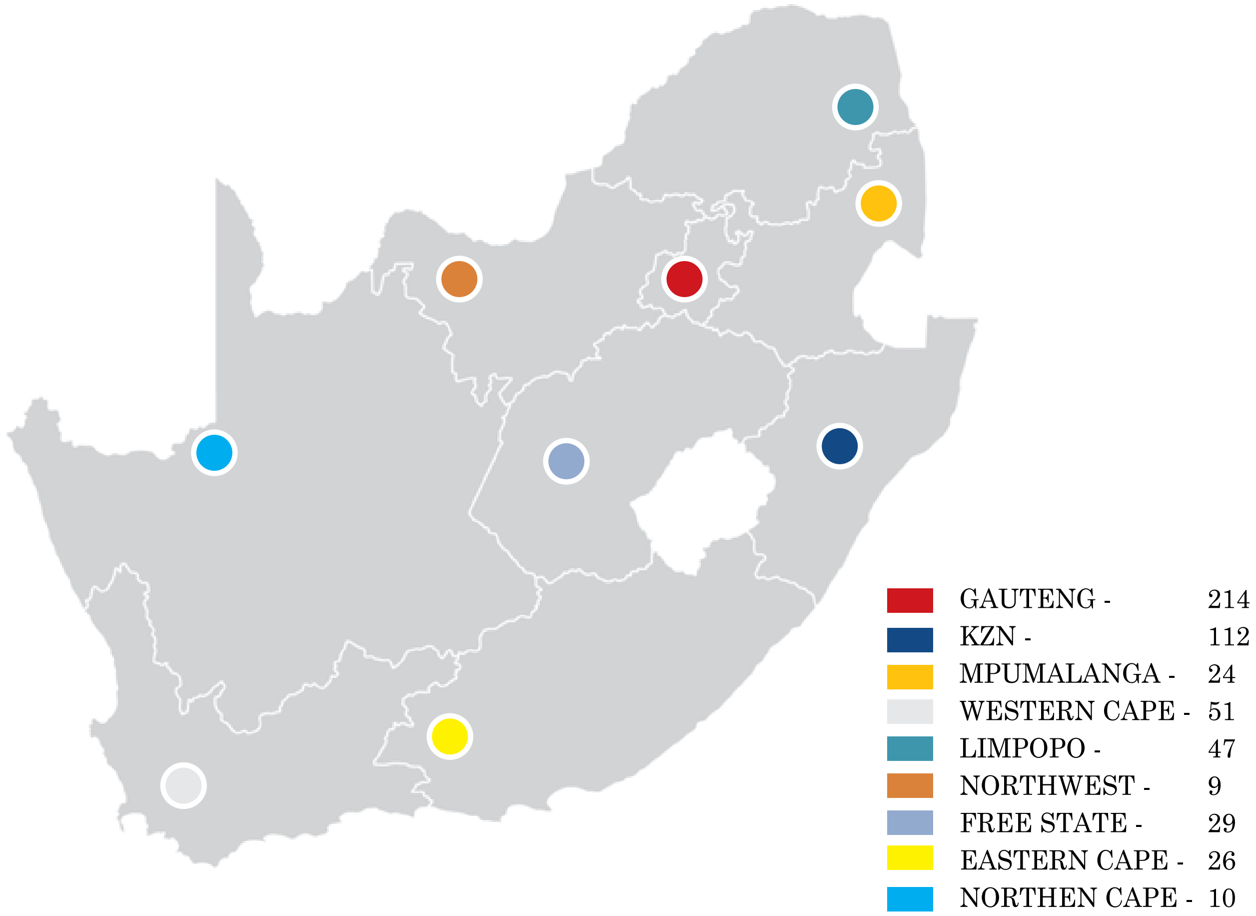
SELF-EXCLUSION

This section of the report focuses on the self-exclusion letters written in the FY of 2023-2024. A total of 522 letters were written. As seen from the graph below, detailed demographics of the individuals who wrote letters is presented, which includes provinces, their gender, level of insight, an analysis of the PG-YBOCS and PG-SCI (Gambling History Questionnaire).

PROVINCIAL SPREAD

The first part of this report will focus on the total letters written in each Province. From the 522 letters written, Gauteng saw a distribution of 214 letters, followed by KwaZulu-Natal with a total of 112, Western Cape letters amounted to 51 which made it a third province to have high number of letters written, Limpopo came fourth with a total of 47 letters written for it province, fifth place went to Free state with a total of 29 letters written, the Eastern Cape put itself in a sixth place with a total of 26 letters written, Mpumalanga with a total of 24 letters written, scored itself the seventh place, Northen Cape had 10 letters written for its province and the 9th province with a total of 9 letters written was Northwest.

SELF-EXCLUSION REQUESTS BY PROVINCE



GENDER BY PROVINCE

The graph below shows the gender outline on the letters written against the provinces. We have a total of 237 letters written for males and 285 for females. Gauteng had 115 letters written for males and 99 for females, KwaZulu-Natal had 60 letters written for males and 52 for females, Western Cape had 34 letters written for males and 17 for females, while in Limpopo we had 26 letters written for males and 21 for females, Free state had 13 letters written for males and 16 for females, Eastern Cape had 12 letters written for males and 14 for females, Mpumalanga saw a total of 13 letters written for males and 11 for females, Northern Cape had 6 letters for males and 4 for females and Northwest had 6 letters written for males and 3 for females.

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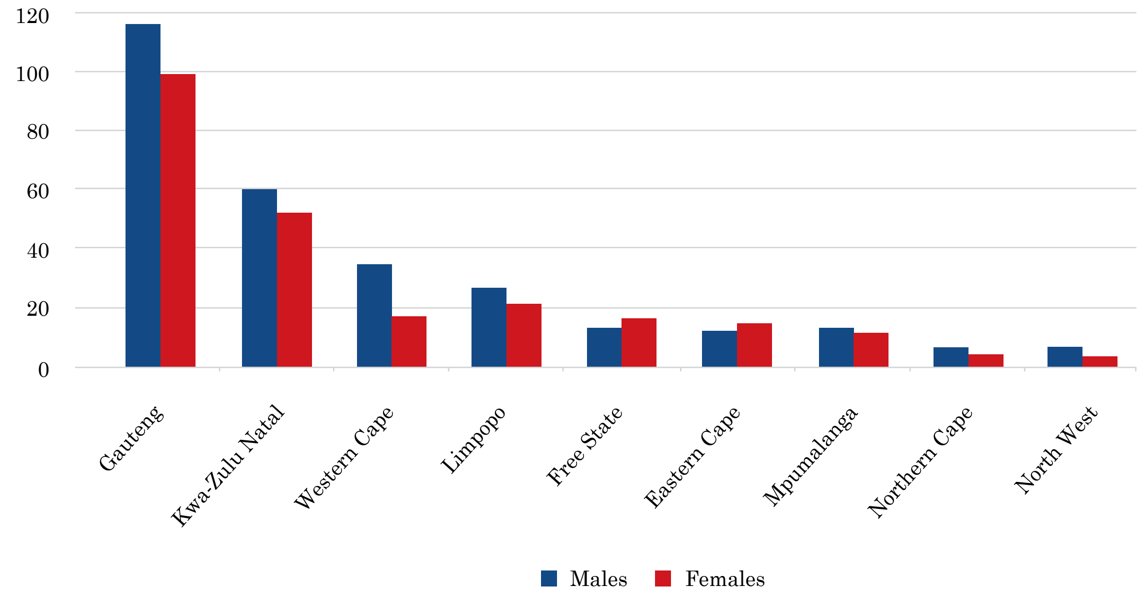
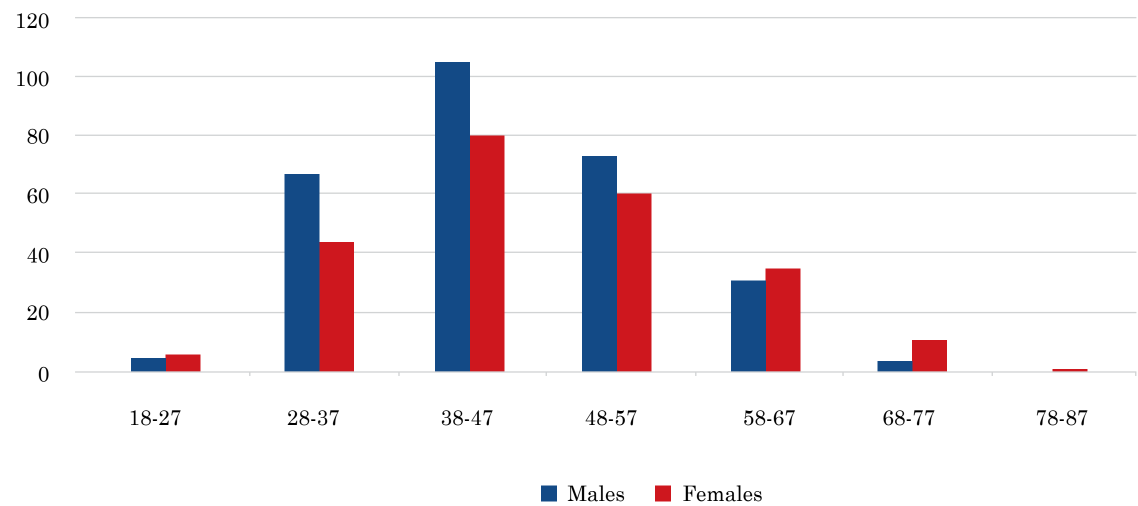


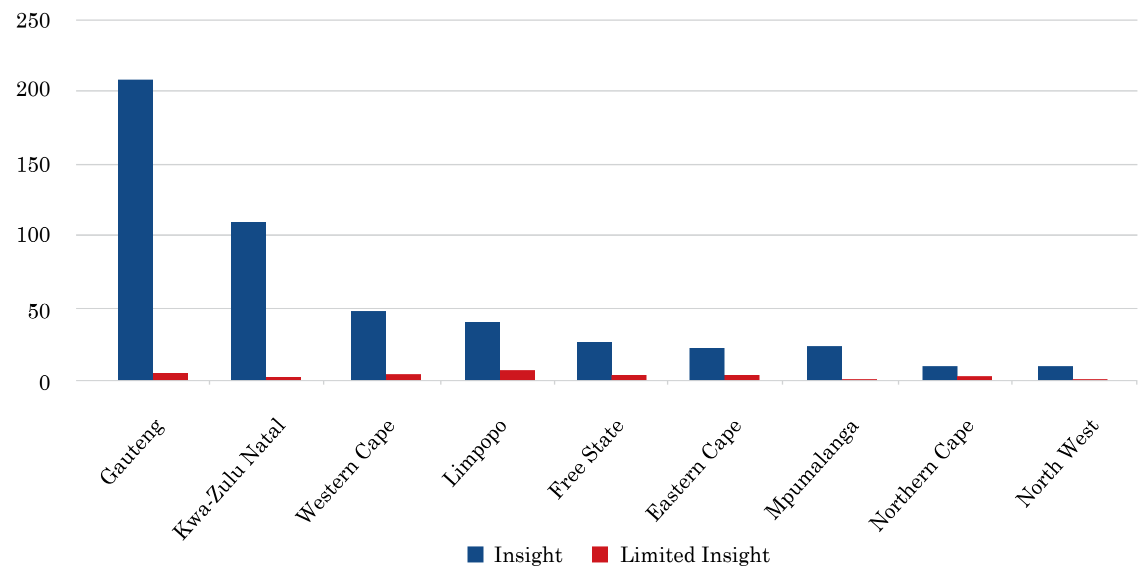
AGE GROUP BY GENDER

The graph below shows age group for the individuals who wrote letters for this FY 2023-2024 viewed by gender. In this financial year we had a total of 11 letters written for the age group between 18-27 years, from those 6 were females and 5 were for males. The age group between 28-37 had a total of 111 letters written, with the 44 letters for females and 67 for males, further between the age group of 38-47 we saw a total of 185 letters written, with 80 letters for females and 105 for males. This age group also indicated that it was the highest age group to have letters written for them. This was followed by the age group between 48-57 years which saw a total of 133 letters written, with 60 letters written for females and 73 for males. The age group between 58-67 saw a total of 66 letters, which make it the third highest age group to get letters for upliftment, from this age group we see a total of 35 letters written for females and 31 for males. In the age group of 68-77 we see a total of 15 letters written, with 11 for females and 5 for males. Last group with the ages of 78-87 saw one letter written for 1 female.



INSIGHT/LIMITED INSIGHT

The graph below shows the level of insight the clients had during treatment and what is also outlined on their written letters. The graph shows the level of insight against the provinces. We had a total of 492 letters that showed having insight and 30 that had limited insight. As mentioned, the graphs show insight against provinces. In the Gauteng province we had 209 that had insight and 5 that had limited insight. In the KwaZulu-Natal province we had 110 that had insight and 2 that displayed limited insight. In the Western Cape province, we had 47 that had insight and 4 that displayed limited insight. In the Limpopo province we had a total of 40 with insight and 7 with limited insight. In the Free State province, we had 25 that showed insight and 4 with limited insight. In the Eastern Cape we had 22 with insight and 4 with limited insight. In the Mpumalanga province, we had 23 that showed insight and 1 with limited insight. In the Northern Cape province, we had 8 that had insight and 2 with limited insight. In the Northwest province we had 8 with insight, 1 that had limited insight.



TYPE OF SELF-EXCLUSION (PERIOD WAITED)

The graph below shows the type of self-exclusion the 522 clients underwent and from this type of self-exclusion, how long they waited to uplift their self-exclusion.

The report shows that we have three types of self exclusions that clients preferred, namely exclusion from one particular casino, provincial and national self-exclusion. We do however have clients that usually do not indicate which type of self-exclusion they applied for. We have a total of 278 of clients that applied for exclusion from one-particular casino, 80 that applied for provincial exclusion, 158 for national exclusion and 6 that did not state which exclusion they applied for. Further the report also illustrates the periods which clients usually wait before they come for counselling sessions to uplift their exclusion. These periods include, 6months-1year, 1year-2years, 2years-3years, 3years-4years, 4years-5years, 5years & above and those that never stopped. From those in the period of 6months-5years and over are those that did not gamble during this period, and for those under never stopped despite them having applied for an exclusion they still managed to find time to gamble in other periods.

A total of 99 waited for the **6months-1year** period, from this 45 had applied for a one-particular casino exclusion, 11 applied for a provincial and 37 for national exclusion.

A total of 66 waited for the **1year-2years** period, from this 27 had applied for a one-particular casino exclusion, 12 applied for a provincial and 27 for national exclusion.

A total of 54 waited for the **2years-3years** period, from this 26 had applied for a one-particular casino exclusion, 8 applied for a provincial and 20 for a national exclusion.

A total of 28 waited for the **3years-4years** period, from this 14 applied for a one-particular casino exclusion, 7 applied for a provincial and 7 for a national exclusion.

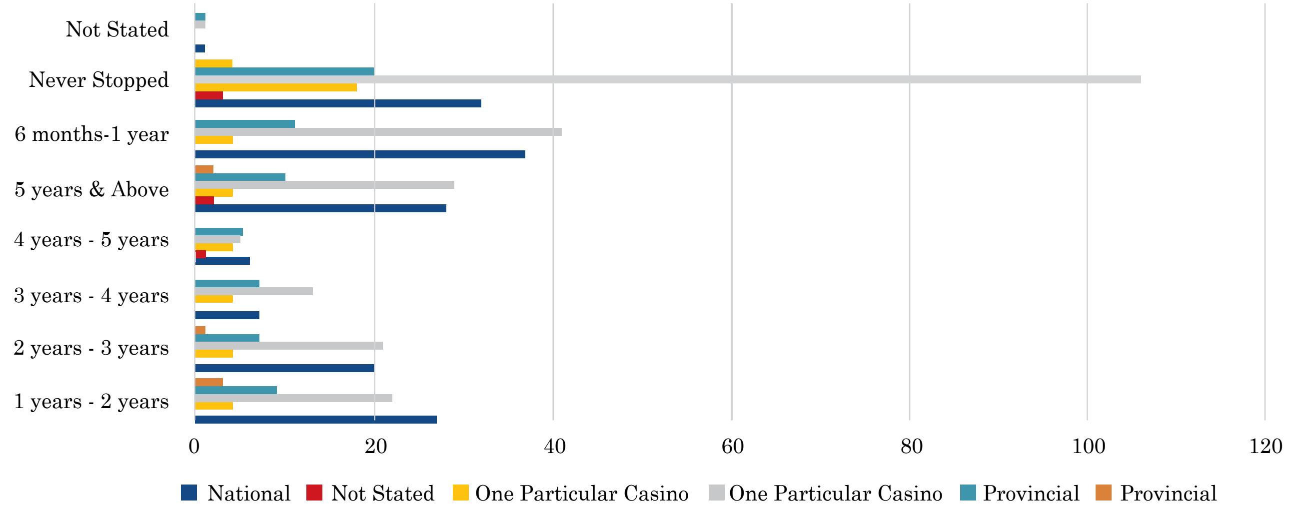
A total of 20 waited for **4years-5years** period, from this 8 applied for a one-applied casino exclusion, 5 applied for a provincial, 6 applied for a national exclusion and 1 did not state which exclusion they did.

A total of 75 waited for **5years & Above** period, from this 33 applied for a one-particular casino exclusion, 12 applied for a provincial, 28 applied for a national exclusion and 2 did not state which exclusion they did.

A total of 183 **never stopped** gambling despite their exclusion, from this 124 applied for a one-particular casino, 24 applied for a provincial, 32 applied for a national exclusion and 3 did not state which exclusion they did.

A total of 3 did not state how many periods they waited, from this 1 did a one-particular casino exclusion, 1 applied for provincial and 1 did for a national exclusion.

TYPE OF SELF EXCLUSION BY PERIOD WAITED



PG-YBOCS ANALYSIS (GAMBLED DURING EXCLUSION)

The Yale Brown Obsessive Compulsive Scale adapted for Pathological Gambling (PG-YBOCS) was developed to measure the severity and change in severity of pathological gambling symptoms. The PG-YBOCS measures the severity of problem gambling over a recent time interval (usually within the past one/two week(s)). The table below analyses the PG-YBOCS rating scale with those that indicated to have either gambled or not during their exclusion. We have a total of 340 that stated to have not gambled during their exclusion, while 182 indicated that they gambled during their exclusion.

A total of 360 had a subclinical score of the PG-YBOCS rating scale and from this 236 did not gamble during their exclusion and 124 continued to gamble during their exclusion.

A total of 111 had a mild score of the PG-YBOCS rating scale and from this 74 indicated to have not gambled during their exclusion, while 37 gambled during their exclusion.

A total of 37 had a moderate score of the PG-YBOCS rating scale and from this 23 indicated to have not gambled during their exclusion, while 14 gambled during their exclusion.

A total of 9 had a severe score of the PG-YBOCS rating scale and from this 5 indicated to have not gambled during their exclusion, while 4 gambled during their exclusion.

A total of 4 had an extreme score of the PG-YBOCS rating scale and from this 1 indicated to have not gambled during their exclusion, while the remaining 3 gambled during their exclusion. We also had one that was not scored on initial summary report.

GAMBLED DURING SELF-EXCLUSION

PGYBOCS -RATING	NO	YES	GRAND TOTAL
Extreme	1	3	4
Mild	74	37	111
Moderate	23	14	37
No Score	1		1
Severe	5	4	9
Subclinical	236	124	360
GRAND TOTAL	**340**	**182**	**522**

PG-YBOCS ANALYSIS (INSIGHT/LIMITED INSIGHT)

The Yale Brown Obsessive Compulsive Scale adapted for Pathological Gambling (PG-YBOCS) was developed to measure the severity and change in severity of pathological gambling symptoms. The PG-YBOCS measures the severity of problem gambling over a recent time interval (usually within the past one/two week(s)). The table below analyses the PG-YBOCS rating scale with the level of insight into their vulnerability towards harmful effects of problem gambling or the development of a gambling disorder in the future. As we see below, we had a total of 492 that had insight and 30 that had limited insight.

A total of 360 had subclinical score of the PG-YBOCS, from this 347 had insight of their vulnerability to developing gambling disorder, while 13 had limited insight.

A total of 111 had a mild score of the PG-YBOCS, from this 100 had insight into their vulnerability to developing gambling disorder, while 11 had limited insight.

A total of 37 had a moderate score of the PG-YBOCS, from this 33 had insight into their vulnerability to developing gambling disorder, while 4 had limited insights.

A total of 9 had a severe score of the PG-YBOCS, from this 8 had insight into their vulnerability to developing gambling disorder, while 1 had limited insight.

A total of 4 had an extreme score of the PG-YBOCS, from this 3 had insight into their vulnerability to developing gambling disorder, while 1 had limited insight.

A total of 1 was not scored of their PG-YBOCS from the initial summary report that was submitted for an analysis of their findings within treatment.

INSIGHT/LIMITED INSIGHT

PGYBOCS -RATING	INSIGHT	LIMITED INSIGHT	GRAND TOTAL
Extreme	3	1	4
Mild	100	11	111
Moderate	33	4	37
No Score	1		1
Severe	8	1	9
Subclinical	347	13	360
GRAND TOTAL	**492**	**30**	**522**

SUB- PROGRAMME 2.3: SOCIAL SERVICES

2.3.1 EMPLOYEE AWARENESS PROGRAMME REPORT

The Employee Assistance Programme (EAP) is a work-based intervention that supports employees with life issues that affect their productivity and health in the workplace. The South African Responsible Gambling Foundation offers integrated and comprehensive proactive and reactive employee health and wellness services in this digital era where gambling and online betting are being offered digitally, thus, employee behaviour and financial health are undergoing significant transformations. The Foundation's Social services unit, therefore, aims to offer support to employees to ensure a well-motivated and productive workforce for the benefit of all stakeholders (gambling industry and the public sector).

In the 2023/24 Financial Year (FY), the social services unit managed to conduct 11 EAP sessions with 8 companies or/and public sectors, this includes three (3) Correctional centres, Eskom, City of Ekurhuleni, Transnet (Port Elizabeth), Office of the Premier (Mpumalanga) and the National Department of Transport. There were 5 provinces in this financial year that the social services unit were able to provide their services to. SARGF Counsellors managed to engage and interact with a total number of 486 employees. The table below indicates the number of employees who were offered EAP services in each company or public sector.

COMPANY/ INSTITUTION	DATE	PROVINCE	LOCATION	NO. OF SESSIONS	URBAN/ RURAL	NO. OF FEMALES	NO. OF MALES	TOTAL NUMBER OF EMPLOYEES IN A SESSION
Transnet (Port Elizabeth)	24/11/23	Eastern Cape	Port Elizabeth	1	Urban	-	-	112
Office of the Premier (Mpumalanga)	06/12/23	Mpumalanga	Nelspruit	1	Urban	27	11	38
National Department of Transport	31/01/24	Gauteng	Pretoria	1	Urban	24	15	39
Mogwase Correctional Services	27/02/24	Northwest	Mogwase	1	Rural	33	31	64
Rustenburg Correctional Services	28/02/24	Northwest	Rustenburg	3	Urban	40	54	94
Losperfontein Correction Centre	29/02/24	Northwest	Brits	2	Rural	32	29	61
Eskom	12/03/24	KwaZulu Natal	New Castle	1	Urban	29	24	53
City of Ekhurhuleni	27/03/24	Gauteng	Alberton	1	Urban	16	9	25
TOTAL		5	8	11		-	-	486

QUARTER 1:

In Quarter 1 of FY 2023/2024 the social services sub-unit sent out 7 letters to different stakeholders for a partnership to offer EAP. In this quarter however, 2 sessions were conducted in 1 EAP with Tsogo Sun's Black Rock Casino located in New Castle in KZN province. We had a total of 12 individuals that attended the session:

- ⇒ We had 7 females and 5 males.
- ⇒ We had 8 Africans (3 males & 5 females), 3 Indians (2 females & 1 male) and 1 White male.
- ⇒ We had 2 Cashiers (1 male & 1 female), 2 female HR administrators, 2 female clerks, 1 male security, 1 female Duty Manager, 1 male HR Manager, 3 FB (2 males and 1 female).

QUARTER 2:

The second quarter of this financial year has had 3 cancellations of EAP from stakeholders and thus there were no EAP sessions held.

QUARTER 3:

In the third quarter the department had targeted to conduct 3 EAP sessions however, only 2 EAP sessions were conducted with Transnet and the Office of the Premier (Mpumalanga). The Transnet EAP session was held in Port Elizabeth and about 112 employees were offered our services. The office of the Premier Mpumalanga was held at Nelspruit and a total of 38 employees attended the session. 27 were females while 11 were male employees.

QUARTER 4:

In the 4th quarter of the 2023/24 Financial Year (FY), the social services unit managed to conduct 9 EAP sessions with 5 companies or/and public sectors, this includes three (3) Correctional centres, Eskom, City of Ekurhuleni, and the National Department of Transport. There were 3 provinces (Gauteng, Northwest and KZN) in this quarter that the social services unit were able to provide their services to. SARGF Counsellors managed to engage and interact with a total number of 336 employees of which 174 were females and 162 were males. The table below indicates the number of employees who were offered EAP services in each company or public sector.

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NATIONAL DEPARTMENT OF TRANSPORT:

The Department of Transport is the department of the South African government concerned with transport. The Department regulates and coordinates transportation in South Africa, including public, rail, aviation, maritime and road transport; its headquarters are in Pretoria in the Gauteng province. This Department has an estimated number of 529 employees and are led by the Minister of Transport. The Department invited the SARGF, Social services unit to offer EAP for their retiring employees; the Department hosted a retirement workshop on the 31st of January 2024, aiming to empower their employees about the pros and cons of retirement.

The presentation that the Foundation presented at this workshop covered amongst other topics 'motivation for retirees to gamble responsibly' should they opt to do so, as it is known that after retirement, employees go through a change of habits in their lives as they no longer have to go to work but have to find new habits and in some instances, the retired employees take drastic decisions that have dire consequences including irresponsible gambling. For this reason, two SARGF colleagues attended the workshop and delivered the presentation. As indicated in the table below, there were 39 employees from the Department of Transport who were in attendance and 24 were females while 15 were males. In terms of the race demographics amongst the employees 35 out of 38 attendees where black African, 1 Indian and 2 Coloured employees. The age of employees who had attended the workshop ranged between the ages of 33 and 62. However there were 6 employees who did not disclose their ages.

EMPLOYEES GRAPH PER RACE DEMOGRAPHIC

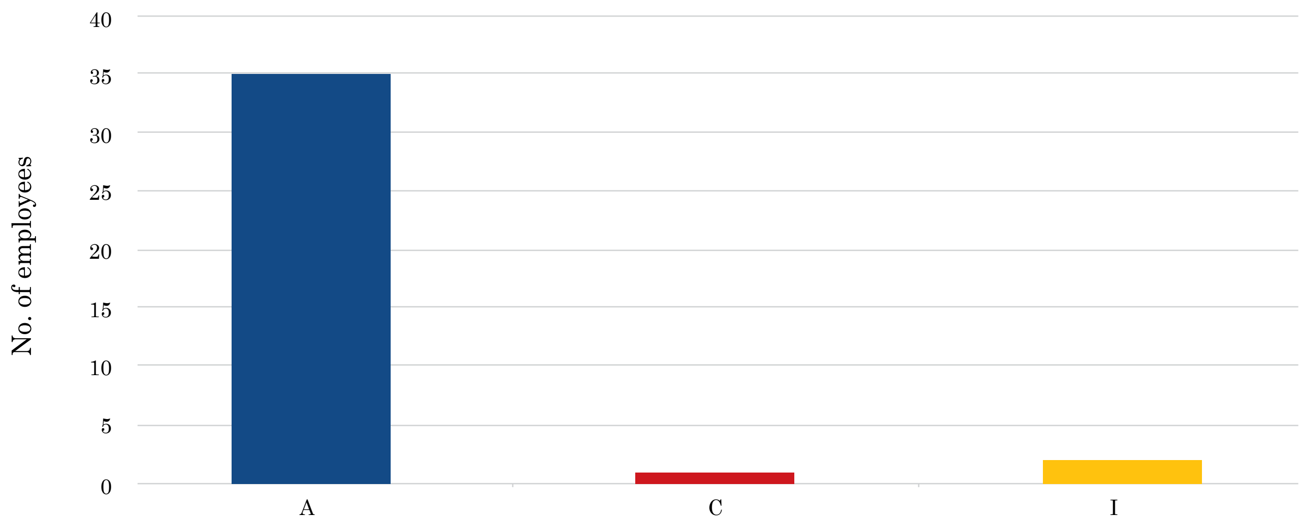


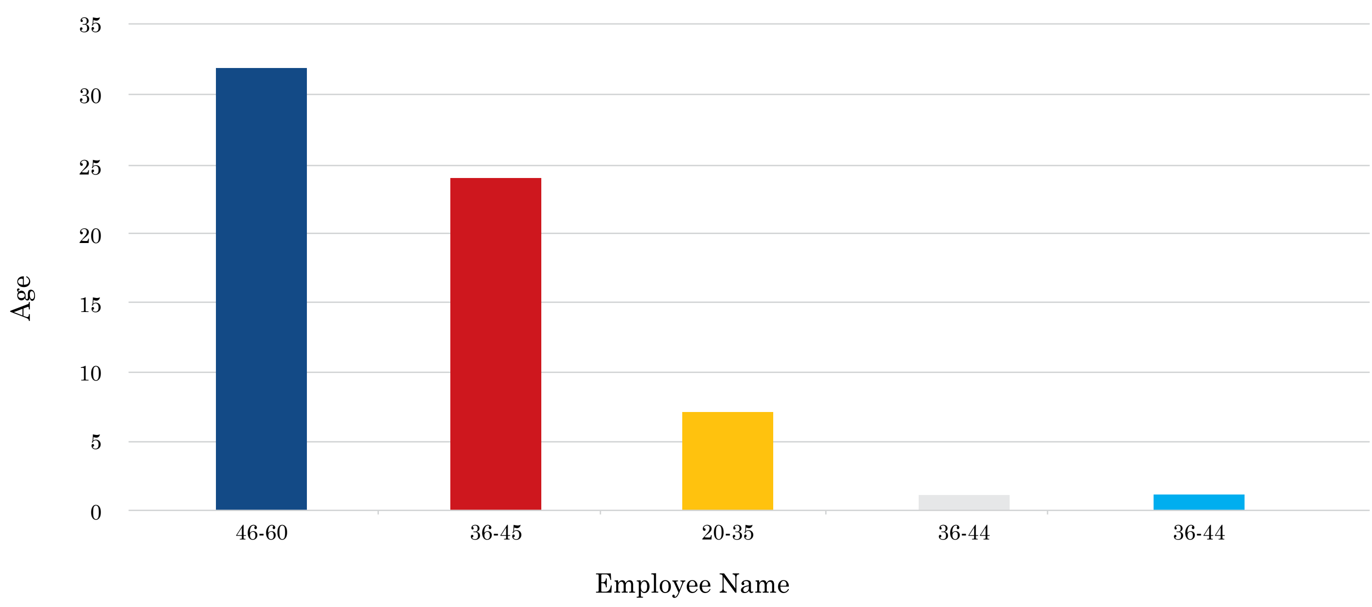
TABLE SHOWING NO. OF EMPLOYEES PER RACE

	TOTAL
African	35
Coloured	1
Indian	2

MOGWASE, RUSTENBURG AND LOSPERFONTEIN CORRECTIONAL SERVICES:

The Correctional Services is a government department responsible for running South Africa's prisons system. The department has about 34,000 employees and is responsible for the administration of 240 prisons. The department is divided into 6 regions (Gauteng, Eastern Cape, KZN, Free State/Northern Cape, Western Cape and Limpopo, Mpumalanga & Northwest) and within each region there are different services such as health services, psychological services, social services; and the SARGF was invited at one of the regions, i.e. the Limpopo, Mpumalanga & North West region to offer EAP services to its employees at three (3) correctional centres in the North West Province. The SARGF Social services unit conducted 5 sessions at Mogwase, Rustenburg and Losperfontein correctional services on the 27th, 28th and 29th of February, respectively. The DCS Rustenburg Area Management Employee Assistance Practitioners office, invited the SARGF, Social services unit to offer EAP for its employees. According to the DCS Rustenburg Area management there was a discovery that there is a high rate of gambling addiction amongst its employees thus the need for intervention of the SARGF social services unit to offer EAP interventions. Three (3) employees from the foundation carried out this assignment.

EMPLOYEE AGE RANGE, MOGWASE CORRECTIONAL SERVICES



'Age' **46-60** appears most often

MOGWASE CORRECTIONAL SERVICES:

On the 27th of February, the EAP intervention was conducted at Mogwase correction centre which is a prison located in the Bojanala Municipality in Pilanesberg near Sun City Casino. The social services unit interacted with 64 employees whom 33 were females and 31 were male. In terms of race demographics 62 employees were black Africans and 2 other employees did not specify their race. In terms of age range, employees who were between the ages of 46-60 were more than employees of other age ranges. The table above shows age range per employee. Furthermore, in term of gender, there seems to be more females than males who attended the EAP intervention sessions, as the register recorded 33 females and 31 males.

RUSTENBURG CORRECTIONAL SERVICES:

The Rustenburg Correctional Service in Boitekong was established to keep offenders between the ages of 13 and 17 away from hardened criminals who are detained in prison cells and give them a chance at rehabilitation. The 28th marked the second day that the SARGF social services unit was at Northwest to offer EAP services. Three (3) sessions were conducted at this centre, two at the morning parade (a parade is where correctional service employees gather or hold an assembly every morning) and the other one which were specially organized for those affected by problem gambling. A total of 94 employees were provided EAP services and 40 of those were males while 54 were females. In terms of race, black Africans dominated with 92 employees whilst White employees were only two (2).

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LOSPERFONTEIN CORRECTIONAL CENTRE:

The Losperfontein Correctional Centre is in Wolvekraal, Brits in Northwest. The social services colleagues from the Foundation conducted their third and last EAP session with about 61 employees in attendance of which black Africans were the only race who attended. The age range was between 21 and 59. There were more females (32) than males (29) who attended the EAP intervention. What was a highlight from these three (3) days EAP series sessions is that integrity and disassociating self from all forms of corruption and unethical conduct is a core value of these correctional centres and lack thereof may lead an employee to drop his or her work performance and already having financial mismanagement and gambling addiction could lead to even more problems. Thus, early prevention and intervention is vital, as prevention is better than cure.

ESKOM (NEW CASTLE):

Eskom is a public utility that generates and distributes electricity to customers in South Africa and the SADC regions and has an estimated number of about 42,749 employees across the country. One of its branches in New Castle had extended an invitation to the SARGF's Social services unit for EAP which took place on the 12th of March 2024. One EAP session was conducted, and the Advocacy, Public Awareness and Communication department assisted with exhibition. About 53 employees were in attendance and 29 of them were female while 24 were male. In terms of the race demographics, black Africans (48) had the highest number of employees, followed by Coloureds and Indians with one employee each. Their age groups range between 22 and 64 years.

CITY OF EKHURHULENI:

The City of Ekurhuleni is a metropolitan municipality that forms part of the east rand region of Gauteng. It is headquartered in Germiston and has 101 wards. Through its social development department, the SARGF Social services got an invitation to conduct EAP focusing on financial planning and the impact of gambling as part of financial augmentation. Three (3) SARGF colleagues represented the Foundation, and 1 session was conducted. Based on the attendance register records, there were 25 employees 16 of whom were female and 9 were male employees. All those who attended were black Africans and all were social workers as well as intern social workers. Their age ranges between 29 and 62.

2.3.2 RELAPSE PREVENTION/TREATMENT REPORT:

Relapse prevention is a programme aimed at supporting problem gamblers who have relapsed after attending treatment and are finding it challenging to stay away from gambling. Relapse is a process and happens in stages, it can be a slow or quick process depending on where a person is at in their recovery process and their level of commitment and motivation. In the financial year 2023/2024, the Treatment, Counselling, and Social Service Department received a total of 57 relapse referrals, coming from various provinces across South Africa. Among the cohort of the clients experiencing relapse, a total number of 116 sessions were conducted. The department has become proactive in their relapse prevention programmes and thus implemented the NRGP support group sessions which commenced in the third quarter but has seen consistent attendance in the 4th quarter of 2023/24 FY.

NRGP SUPPORT GROUPS

The National Responsible Gambling Programme (NRGP) launched support group session as part of continuous intervention and support for those to want long term structure to assist them in managing their gambling. The NRPG support group sessions take place Saturdays between 10:00 am and 12:00 pm. This intervention is aimed at filling the gap that many clients experience after receiving primary psychoeducation therapy. The group offers a non-judgemental, safe space, where individuals with problem gambling can share, listen, and support one another. The NRGP Support Group sessions were piloted in the second quarter however only 1 individual was in attendance thus it was best for the client to attend individual sessions with an Assistant Manager: Social Services. In quarter 3 the department continued with hosting the NRGP support group sessions which were hosted virtually on Microsoft Teams this time around due to a low number of attendees in terms of face to face. Out of ten clients who showed an interest only 2 attended the sessions, the unit is still waiting for pamphlets to continue with its onsite marketing of the programme. During late November and December, the sessions were paused due to low attendance or no attendance on some Saturdays.

The sessions resumed on the 3rd of February 2024 and since then 9 sessions were provided and were held on Microsoft Teams. The group has seen a steady increase in terms of the number of attendees from a lower number of 4 group members in the first sessions to a peak of 24 group members in the 8th group session. The following table shows a number of attendees per NRGP group session including topics covered in each session as well as the duration of each session.

SESSION NUMBER	DATE	FACILITATOR (S)	SESSION TOPIC	NUMBER OF ATTENDEES	DURATION
NRGP Session 1	03/02/2024	Alpheus Matlala	Gambling Triggers & Setting life goals	04	1h 40 min
NRGP Session 2	10/02/2024	Sonia Maphosa	Effects o f gambling and coping strategies	11	2h 22 min 57s
NRGP Session 3	17/02/2024	Fefekazi & Nonkululeko	Suicide and depression in relation to gambling addiction	09	2h 36 min 12s
NRGP Session 4	24/02/2024	Zizipho Totsholo	Gambling and personal relationship difficulties	13	1h 49 min 45s
NRGP Session 5	02/03/2024	Fefekazi Mbekile	Challenges faced in gambling and coping strategies	07	1h 45 min 19s
NRGP Session 6	09/03/2024	Sonia Maphosa	Gambling minimization strategies and relapse prevention	23	2h 29 min 30s
NRGP Session 7	16/03/2024	Nonkululeko Somgede	Gambling and Separation	20	3h 46 min 15s
NRGP Session 8	23/03/2024	Zizipho Totsholo	Connection between gambling addiction and Comorbidities.	24	2h 20 min 38s
NRGP Session 9	30/03/2024	Nadia Liebenberg	Setting Life (SMART) Goals	10	1h 30 min

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2.3.3 Elderly Intervention

Elderly Intervention/Geriatric counselling is a programme that involves the provision of psychotherapeutic services to senior citizens who may be struggling with problem gambling related issues. Older persons are the fastest growing group of gamblers henceforth the Social Services unit renders these counselling sessions to the elderly, which inclusively educate them about responsible gambling, spending their time and money wisely.

In quarter 1, the elderly programme was still under planning and there has not been any elderly session held in this quarter. In quarter 2 of the financial year, the department had targeted to hold only 1 elderly intervention however the target was not met due to stakeholders being unavailable on set dates. In the third quarter 2 elderly interventions were hosted, one in the Eastern Cape province in Port Elizabeth at Algoa and another one was held at Iketsetseng Senior Citizens organisation in Thokoza in the Gauteng Province.

In quarter 4 there has not been a positive response regarding rendering these services despite letters of requests being sent out to 6 elderly homes across the country. One particular response from one of the homes was that 'their elderly persons' age averages 86 and they hardly participate in gambling activities'. Given this response and less responses from the letters that had been sent out, the Social Services Unit is working on a proposal letter to now target elderly person within public communities, since those at 'homes' are staying in confined spaces/areas and their behaviours are to a certain extent more controlled or monitored than their public-based elderly persons counterparts.

2.3.4 Minor Intervention

Underage gambling in the Republic of South Africa is heavily restricted and according to the National Gambling Act 2004 (Act No. 7 of 2004) children under the age of 18 are not permitted to gamble. The act stipulates that a minor must not enter a designated area within any licensed gambling premises, operate a gambling machine or device or engage in social gambling or any form of a gambling activity. Despite these regulations, especially in this digital era, a lot of minors are seen taking part in gambling activities and some get to be introduced to gambling at their homes or communities. The negative effect of the gambling problem on minors is that it affects their academics, and they end up gambling even within school premises.

In the first quarter of the 2023/24 FY, there were 2 minor interventions which were conducted and in quarter 2 the target was met as there was 1 minor intervention that was conducted. in the third quarter the target was also met as there was 1 minor intervention conducted as well. In the fourth quarter, there has not been any target met however, on the 5th of March 2024, News24 broke the news about a school located in Soshanguve, Pretoria, Wallmansthal High School, where video footage revealed a group of pupils playing dice at the back of a classroom. In response to this incidence, the Foundations' Advocacy, Public Awareness & Communications department and Treatment, Counselling & Social services through their programmes of Taking Risks Wisely and Minor Intervention respectively, visited the school along with the Gauteng Gambling Board to address the issue and find the best approach to intervene.

On Monday the 18th of February, The Taking: Risks Wisely Programme was implemented with the entire school in a morning assembly and in attendance were 2 SARGF Social workers, one (1) Senior Counsellors, 2 colleagues form Advocacy, Public Awareness & Communications, and representatives from GGB. A meeting with the principal was held thereafter discussing how the minor interventions will be carried out. It was then agreed that due to test season leading up to Easter Holidays, Minor group interventions will be scheduled after the mid-term break first week of April when the schools re-open. The school principal did ask for continuous interactions and intervention as they have quite a high number of learners gambling within the school premises. It was further agreed that four (4) minor group interventions will be conducted once the schools re-open and a list (a list will assist in terms of sending consent form to parents) of learners who were involved would be sent to the Foundation's Social services unit as it was agreed that these sessions could be done during Life Orientation period for 4 consecutive weeks (1 session per week). To date no list was sent and communication regarding date and time of the sessions despite numerous messages of enquiry sent to the principal.

2.3.5 Mental Health Awareness

Mental Health according to WHO (World Health Organization) is a state of well-being that enables people to cope with life stresses and contribute to their community. Mental health encompasses emotional, psychological, and social wellbeing, influencing cognition, perception, and behaviour. Gambling just like any other psychological disorder can negatively affect one's mental health thus the Treatment, Counselling and Social services raises awareness regarding the negative effects of gambling which has become prevalent and affects individual's social, psychological, and emotional being. The department through this programme aims to firstly raise awareness to the community but also to educate and equip higher institution students, especially those studying towards social work or social sciences (majoring in psychology), with skills and knowledge about gambling and how and where to refer such individuals should they need assistance.

In quarter 1 of this financial year, Social Services also got two invites for the Month of June to conduct Mental Health Awareness for the youth. One mental health session was conducted at Three Leaves clinic in Mpumalanga and the other one was at Limpopo in Musina. The mental health awareness session which was held at Mpumalanga had a total of 4 minors,1 female and 3 males and all 4 were Africans. The one female was 18 years of age, we had two 14-year-old males and one 17-year-old male. The Mental Health Awareness session held in Limpopo, the Youth Rally in Musina there were a total of 119 youth.

In quarter 2, Social Services conducted 3 University awareness sessions with the University of the Western Cape, Cornerstone University, and the University of Zululand; we had a total of 83 individuals that attended the Awareness Session.

⇒ At the University of the Western Cape, we were engaged with 72 students who are in the final year of study under the Social Work department.
⇒ At Cornerstone University we were engaged with 11 students in their final year of study under the Psychology department.
⇒ At the University of Zululand, we were engaged with students from different faculties and in different years of study, we were invited by the KwaZulu-Natal Gambling and Betting Board as a stakeholder. We do not have the exact number of students who were present at the session as we were honouring an invite from the board.

In quarter 3 there no requests made from stakeholders to host the mental health awareness campaigns/sessions, however, in quarter 4 of the financial year 2023/24, the department has conducted one mental health awareness session at University of Venda on the 18 and 19th of March. SARGF representatives (Walter Mashilo and Lindelani Ramadi) provided detailed information about the Foundation as well as the services it offers through presentations which covered the prevalence of gambling and its effects on social, physical and finances of individuals, to raise awareness.

The Mental health awareness session was in collaboration with other stakeholders among others included University of Limpopo, University of Venda, Limpopo Tourism Agency (LTA), Limpopo Economic Development Agency (LEDA), National development Agency (NDA), Department of Social Development, South African Council for Social Services Professions (SACSSP), V Slots, Limpopo Gambling Board. The awareness was held on social workers day. The Social Worker's Day, which was on the 19th of March was to celebrate to profession, learn about its origins and the contemporary Social Work field. Among other things reiterated was to emphasize the need for social workers to adopt innovative, community-led approaches that are grounded in indigenous wisdom and harmonious co-existence with nature. In addition to these, the different stakeholders were available to disseminate information on their services and products to both the University of Limpopo and the University of Venda Students and their staff.

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

SUB-PROGRAMME 3.1: TRAINING AND DEVELOPMENT

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

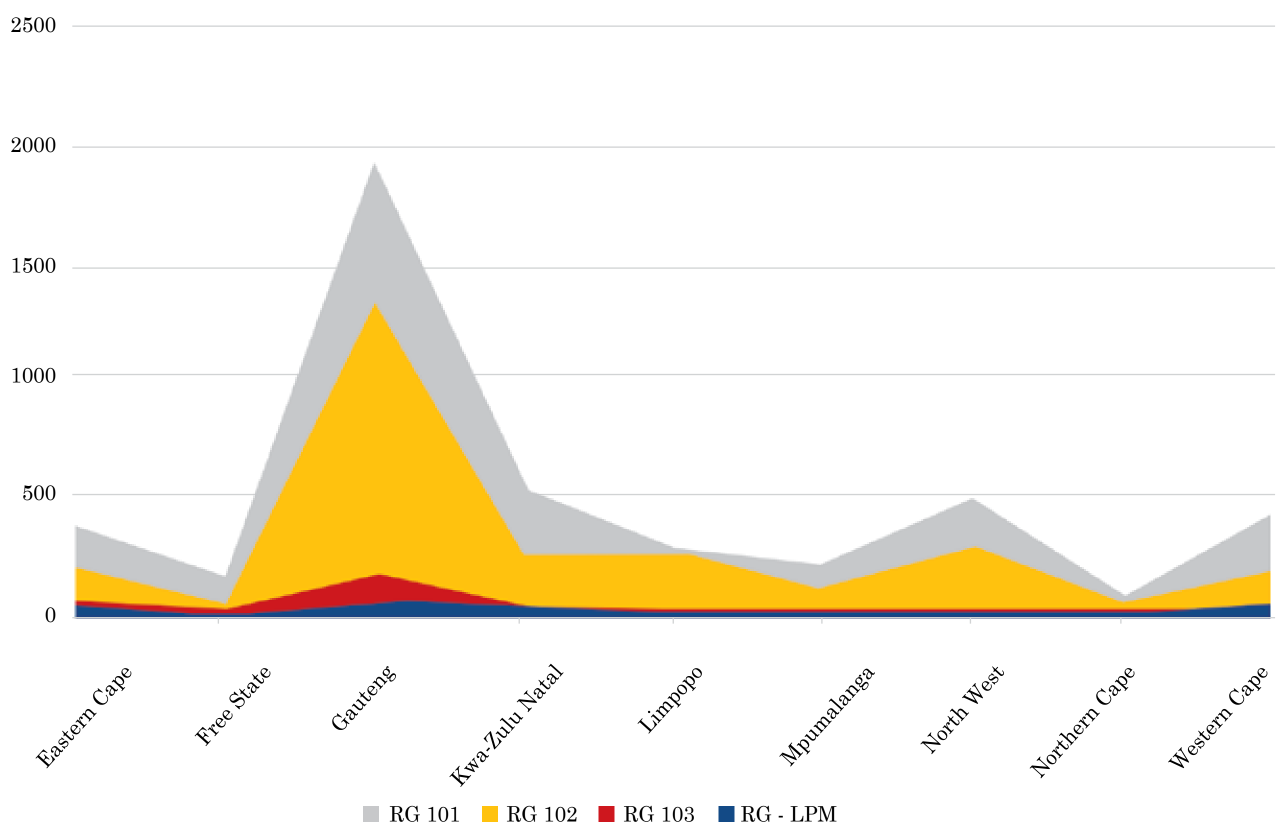
To provide ongoing education, training and support to the regulators, gambling industry and other stakeholders on identification, mitigation and response to disordered gambling incidents.

RESPONSIBLE GAMBLING TRAINING 101, 102 AND 103 FOR GAMBLING OPERATORS

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 7587 licenced operator employees were trained, compared to 5902 in the previous financial year. The leading sector was casino with 3261 learners trained, followed by betting & racing, with 2515 leaners trained, followed by bingo 1427 learners trained and 384 LPM employees trained .

LEARNERS TRAINED BY PROVINCE



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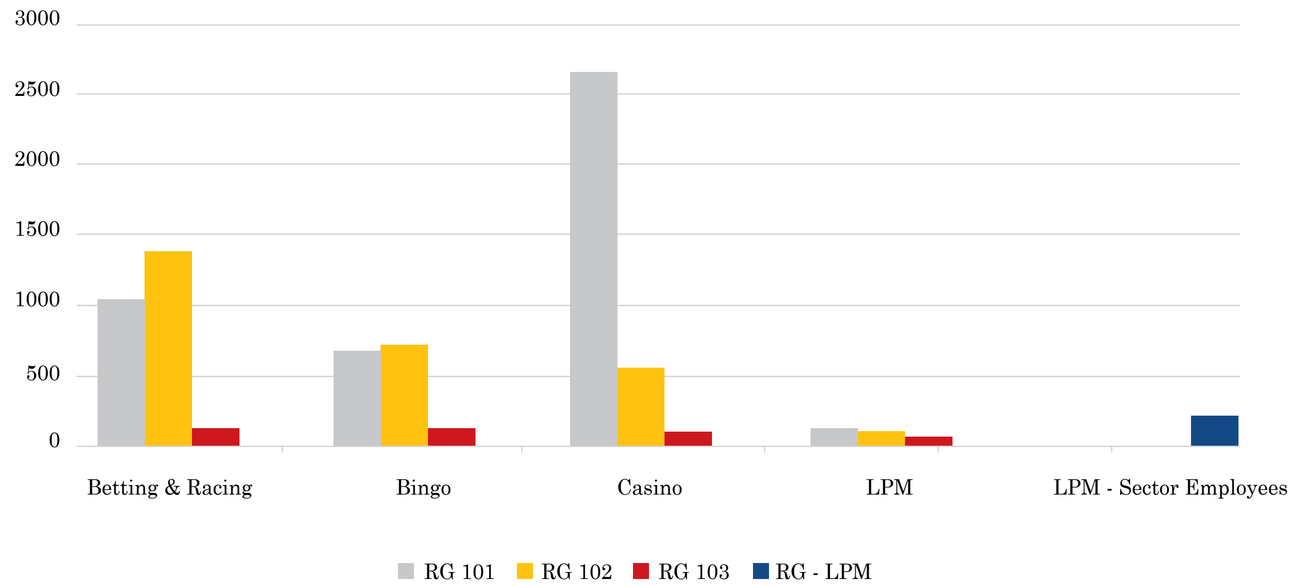
GAMBLING SECTOR SECTOR BY COURSE LEVEL



RESPONSIBLE GAMBLING TRAINING GAMBLING REGULATORS

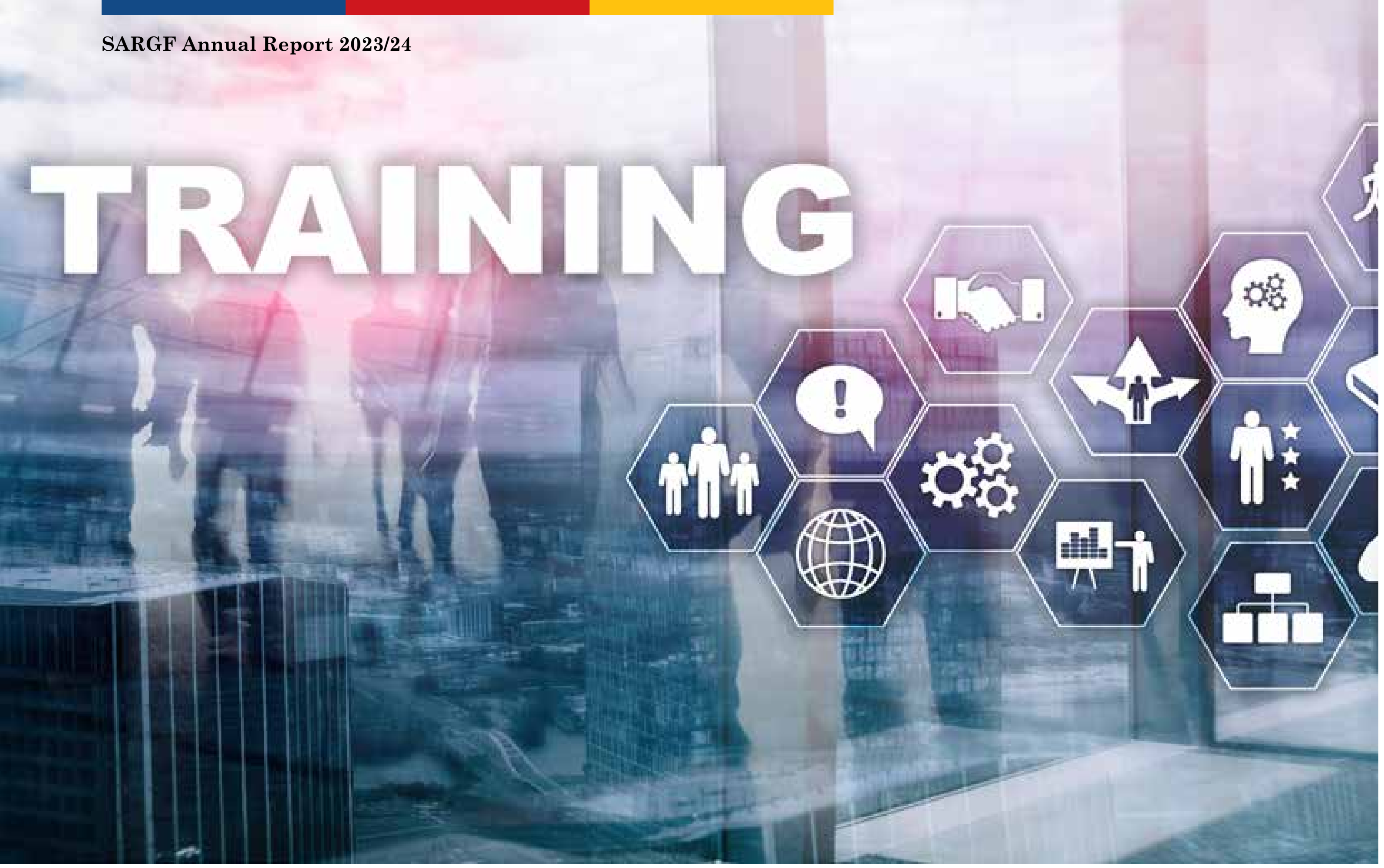
With the gambling industry being in a constant state of flux, Gambling Regulators in South Africa are facing challenges in ensuring that the requirements of the National Gambling Act, Act 7 of 2004 and subsequent amendments are being adhered to by gambling operators. Furthermore, with the growth of accessibility 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 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, 66 Social Workers & Health Care Professionals were trained.

MOTIVATIONAL INTERVIEW TRAINING

The Motivational Interviewing Skills training course is part of a developmental pathway for those who 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 37 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

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.

PUNTER ACTIVATIONS:

The Foundation engaged directly with punters at licensed 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 were executed by 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 44 punter activations were conducted across all nine provinces.

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 48 schools across all ninie provinces.

EXHIBITIONS AND CONSUMER TRADE SHOWS:

The Foundation implemented this programme 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 , KwaZulu-Natal and Eastern Cape.

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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 14 employee wellness days were held in Gauteng, Limpopo, North West, Mpumalanga, 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. 20 workshops were held in partnership with Provincial Licencing Authorities and private sector stakeholders.

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 2023 is ***"Gambling and Betting Responsibly in a tough and strained economic climate.***"

November Responsible Gambling Month fell within Q3, where the Foundation focuses its public awareness on educating punters and the general public about gambling and betting responsibly leading up to the festive and holiday season. The month was full of activities to ensure the message of responsible gambling is spread across the country, this required collaborating with Provincial Licencing Authorities (PLAs) and licenced Operators. **41 operator sites** were visited in **7 provinces** within **4 weeks** working in partnership with:

a) Gauteng Gambling Board
b) Eastern Cape Gambling
c) Limpopo Gambling Board
d) KwaZulu Natal Gaming and Betting Board
e) North West Gambling Board
f) Northern Cape Gambling Board
g) Western Cape Gambling and Racing Board
h) National Gambling Board

As a direct intervention of Punter Activations **10** (2 in Gauteng 5 in KwaZulu Natal, 3 in Limpopo), **punters received onsite referrals for help due to their gambling problems.**

Continuing with November Responsible Gambling Month the Western Cape Gambling and Racing Board, invited the Foundation to partner with the Board for their *2023 Responsible Gambling Summit*. The Summit saw over 150 delegates who attended from Operator to Regulator where the sole objective of the conference was to focus on all areas of Responsible Gambling which included:
a) Responsible Gambling from a Regulator perspective
b) Responsible Gambling/ Betting from an Operator perspective
c) Responsible Gambling from communication, advertising messaging perspective
d) Responsible Gambling from a treatment and counselling perspective

The Foundation's contribution towards the Responsible Gambling Summit included:
a) A keynote address by the Foundation's Board Chairperson
b) A panel discussion moderated by the Foundation's Executive Director
c) A panelist in a panel discussion by the Foundation's Advocacy and Communications Manager
d) A presentation on best practices in treating and counselling problem gamblers by the Foundation's Assistant Manager for Treatment Services

AUDITED FINANCIAL STATEMENTS

AUDIT AND RISK COMMITTEE REPORT

We are pleased to present our report for the financial year ended 31 March 2024.

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.

1. Mr T.D. Khanyile
2. Mr D.T. Marasha
3. Mr M. Zwane
4. Mr O. Seseane

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 2023/24 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:

a) 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.
b) Reviewed the South African Responsible Gambling Foundation's management letter and management's response thereto.
c) Reviewed the accounting policies and practices.
d) Reviewed the entity's compliance with legal and regulatory provisions; and
e) 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.

Mr T.D Khanyile
Chairperson of the Audit and Risk Committee

The South African Responsible Gambling Foundation NPC

(Registration number: 2004/012448/08)
Trading as The South African Responsible Gambling Foundation NPC
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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 Inc. 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 Companies Act of South Africa.

Preparer

Witness Saurombe
Corporate Services Manager
CA(SA). MCom. MBA

Published

30 September 2024

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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 company and include:

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 is 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 committee

Khanyile, Derrick Thabani
Chairperson Audit and Risk Committee

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Directors' Responsibilities and Approval

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

The annual financial statements are prepared in accordance with the International Financial Reporting Standard for Small and Medium-sized Entities 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 directors set 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 2025 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 30 September 2024 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 2024.

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 to provide free and accessible awareness, social and treatment programmes that manage and minimise the potential harmful effects gambling in South Africa.

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

3. Review of financial results and activities

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

SNG-Grant Thornton Inc. continued in office as auditors for the company for 2024.

At the Board Meeting, the shareholder will be requested to reappoint SNG-Grant Thornton Inc. as the independent external auditors of the company and to confirm Gerard Musthan as the designated lead audit partner for the 2025 financial year.

5. Directors

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

Directors	Office	Designation
Seseane, Obakeng		Non-executive
Mpepele, Malebo Theodora		Non-executive
Makoko, Mokgase Gregory	Chairperson: Human Resources and Remuneration Committee	Non-executive
Zwane, Reuben Mabutho		Non-executive
Baloyi, Portia Nonhlanhla		Non-executive
Khanyile, Thabani Derrick	Chairperson: Audit and Risk Committee	Non-executive Independent
Nalane, Joe Fana	Chairperson: Board of Directors	Non-executive Independent
Simelane-Quntana, Sibongile Millicent	Executive Director	Executive
Marasha, Douglas Themba		Non-executive

6. 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

. 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.

SNG Grant Thornton
An instinct for growth™

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 as set out on pages 9 to 26, which comprise the statement of financial position as at 31 March 2024, and the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including material accounting policy information.

In our opinion, the financial statements present fairly, in all material respects, the financial position of South African Responsible Gambling Foundation as at 31 March 2024, 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 as issued by the International Accounting Standards Board and the requirements of the Companies Act of South Africa.

Basis of 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 2024", 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 International Financial Reporting Standard for Small and Medium-sized Entities as issued by the International Accounting Standards Board 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.

Gerard Musthan CA(SA)
SizweNtsalubaGobodo Grant Thornton Inc.
Director
Registered Auditor

30 September 2024
Building 4, Summit Place Office Park
221 Garsfontein Road
Menlyn
0081

The South African Responsible Gambling Foundation NPC

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Statement of Financial Position as at 31 March 2024

Figures in Rand	Note(s)	2024	2023
Assets			
Non-Current Assets			
Property, plant and equipment	2	1 464 138	1 245 882
Intangible assets	3	303 816	355 069
		1 767 954	**1 600 951**
Current Assets			
Trade and other receivables	5	2 495 573	1 899 938
Other financial assets pledged as security	4	370 088	370 088
Prepayments		125 308	123 923
Cash and cash equivalents	6	14 670 988	11 964 959
		17 661 957	**14 358 908**
Total Assets		**19 429 911**	**15 959 859**
Equity and Liabilities			
Equity			
Retained income		16 587 306	13 137 053
Liabilities			
Non-Current Liabilities			
Finance lease liabilities	7	294 471	132 216
Deferred income	8	112 545	162 565
		407 016	**294 781**
Current Liabilities			
Trade and other payables	10	1 658 293	1 695 697
Finance lease liabilities	7	121 179	414 183
Operating lease liability		100 638	14 795
Deferred income	8	50 020	50 020
Provisions	9	505 459	353 330
		2 435 589	**2 528 025**
Total Liabilities		**2 842 605**	**2 822 806**
Total Equity and Liabilities		**19 429 911**	**15 959 859**

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Statement of Comprehensive Income

Figures in Rand	Note(s)	2024	2023
Revenue	11	33 194 537	27 360 445
Other income	12	77 463	411 686
Operating expenses		(30 830 933)	(25 015 705)
Operating profit		**2 441 067**	**2 756 426**
Investment revenue		1 119 137	608 057
Finance costs		(109 951)	(220 604)
Profit for the year		**3 450 253**	**3 143 879**
Other comprehensive income		-	-
Total comprehensive income for the year		**3 450 253**	**3 143 879**

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Statement of Changes in Equity

Figures in Rand	Retained income	Total equity
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 01 April 2023	**13 137 053**	**13 137 053**
Profit for the year	3 450 253	3 450 253
Other comprehensive income	-	-
Total comprehensive income for the year	**3 450 253**	**3 450 253**
Balance at 31 March 2024	**16 587 306**	**16 587 306**

Note(s)

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Statement of Cash Flows

Figures in Rand	Note(s)	2024	2023
Cash generated from operations			
Net profit before taxation		3 450 253	3 143 879
Adjustments for:			
Depreciation, amortisation, impairments and reversals of impairments		725 359	857 027
Loss on sale of assets and liabilities		4 303	11 113
Movement in provisions		152 129	(115 308)
(Increase) decrease in operating lease assets		-	66 741
Increase (decrease) in operating lease liabilities		85 843	-
Investment income		(1 119 137)	(608 057)
Finance costs		109 951	220 604
Changes in working capital:			
(Increase) decrease in trade and other receivables		(595 635)	(1 619 667)
(Increase) decrease in prepayments		(1 385)	(11 129)
Increase (decrease) in trade and other payables		(37 404)	(37 813)
Increase (decrease) in deferred income		(50 020)	(50 020)
Cash generated from operations		**2 724 257**	**1 857 370**
Interest income		1 119 137	608 057
Finance costs		(109 951)	(220 604)
Net cash from operating activities		**3 733 443**	**2 244 823**
Cash flows from investing activities			
Purchase of property, plant and equipment	2	(872 787)	(370 445)
Proceeds from sale of property, plant and equipment	2	9 100	13 051
Purchase of intangible assets	3	(32 978)	-
Net cash from investing activities		**(896 665)**	**(357 394)**
Cash flows from financing activities			
Cash repayments on finance lease liabilities		(130 749)	(478 509)
Total cash movement for the year		**2 706 029**	**1 408 920**
Cash and cash equivalents at the beginning of the year		11 964 959	10 556 039
Total cash at end of the year	6	**14 670 988**	**11 964 959**

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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 with and within the requirements of the International Financial Reporting Standard for Small and Medium-sized Entities, and the Companies Act of South Africa. The annual financial statements have been prepared on the historical cost basis, except for biological assets at fair value less point of sale costs, 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 - 13
Office equipment	Straight line	5 - 11
IT equipment	Straight line	3 - 10
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 as follows:

Item	Depreciation method	Average useful life
Computer software	Straight line	3 - 12
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 property or, if lower, the present value of the minimum lease payments.

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

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.

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Accounting Policies

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 material income
Promotional material 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 material 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.

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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Figures in Rand	2024	2023

2. Property, plant and equipment

	2024			2023		
	Cost	Accumulated depreciation and impairment	Carrying value	Cost	Accumulated depreciation and impairment	Carrying value
Leasehold improvements	743 547	(316 882)	426 665	743 547	(185 600)	557 947
Furniture and fixtures	361 707	(196 108)	165 599	350 901	(259 414)	91 487
Office equipment	461 927	(235 057)	226 870	302 242	(237 154)	65 088
IT equipment	1 163 241	(793 069)	370 172	1 278 975	(907 016)	371 959
Leased assets	323 958	(49 126)	274 832	1 862 920	(1 703 519)	159 401
Total	**3 054 380**	**(1 590 242)**	**1 464 138**	**4 538 585**	**(3 292 703)**	**1 245 882**

Reconciliation of property, plant and equipment - 2024

	Opening balance	Additions	Disposals	Depreciation	Impairment loss	Closing balance
Leasehold improvements	557 947	-	-	(131 282)	-	426 665
Furniture and fixtures	91 487	115 539	(7 471)	(33 489)	(467)	165 599
Office equipment	65 088	189 086	(106)	(26 550)	(648)	226 870
IT equipment	371 959	244 203	(5 826)	(182 611)	(57 553)	370 172
Leased assets	159 401	323 959	-	(208 528)	-	274 832
	1 245 882	**872 787**	**(13 403)**	**(582 460)**	**(58 668)**	**1 464 138**

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**

Property, plant and equipment pledged as security

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

	2024	2023
Leased assets	274 832	159 401

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3. Intangible assets

	2024 Cost	2024 Accumulated amortisation and impairment	2024 Carrying value	2023 Cost	2023 Accumulated amortisation and impairment	2023 Carrying value
Computer software	358 857	(154 307)	204 550	325 879	(129 693)	196 186
Finance lease software	298 085	(198 819)	99 266	298 085	(139 202)	158 883
Total	**656 942**	**(353 126)**	**303 816**	**623 964**	**(268 895)**	**355 069**

Reconciliation of intangible assets - 2024

	Opening balance	Additions	Amortisation	Closing balance
Computer software	196 186	32 977	(24 613)	204 550
Finance lease software	158 883	-	(59 617)	99 266
	355 069	**32 977**	**(84 230)**	**303 816**

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**

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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	99 267	158 883

4. Other financial assets pledged as security

At amortised cost

Rental deposit	370 088	370 088

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.

Current assets

At fair value	370 088	370 088

5. Trade and other receivables

Trade receivables	2 451 438	1 854 611
Employee costs in advance	5 767	12 697
Interest income accrued	38 368	32 630
	2 495 573	**1 899 938**

6. Cash and cash equivalents

Cash and cash equivalents consist of:

Bank balances	612 001	869 644
Short-term deposits	14 058 987	11 095 315
	14 670 988	**11 964 959**

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7. Finance lease liabilities

Minimum lease payments which fall due		
- within one year	176 502	491 395
- in second to fifth year inclusive	357 271	143 527
	533 773	634 922
Less: future finance charges	(118 123)	(88 523)
Present value of minimum lease payments	**415 650**	**546 399**

Net finance lease liabilities

Non-current liabilities	294 471	132 216
Current liabilities	121 179	414 183
	415 650	**546 399**

The average lease term is 3 years (2023:2 years) and the average effective borrowing rate is 13% (2023: 13%).

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

8. Deferred income

Landlord contribution	162 565	212 585

Net deferred income

Non-current liabilities	112 545	162 565
Current liabilities	50 020	50 020
	162 565	**212 585**

9. Provisions

Reconciliation of provisions - 2024

	Opening balance	Additions	Utilised during the year	Closing balance
Provisions for bonus	214 068	233 867	(214 068)	233 867
Provision for leave	139 262	155 289	(22 959)	271 592
	353 330	**389 156**	**(237 027)**	**505 459**

Reconciliation of provisions - 2023

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

Net provisions

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10. Trade and other payables

Trade payables	1 072 978	1 017 221
Other payables	269 867	221 029
VAT Liability	131 345	241 230
Accrued expenses	179 729	216 217
Other payables	4 374	-
	1 658 293	**1 695 697**

11. Income

NRGP contributions	33 117 798	27 259 228
Promotional material income	76 739	101 217
	33 194 537	**27 360 445**

12. Other income

Recoveries	-	134 877
Other income	71 174	71 326
Donations received	-	170 154
Training income	6 289	35 329
	77 463	**411 686**

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	401 183	262 207

14. Commitments

Operating leases – as lessee (expense)

Minimum lease payments due		
- within one year	810 302	757 292
- in second to fifth year inclusive	2 030 524	2 840 826
	2 840 826	**3 598 118**

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.

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15. Related parties

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

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16. Directors' and prescribed officer's remuneration

Executive

2024

Directors' emoluments	Basic salary	Bonuses and performance related payments	Expense allowances	Contributions paid under provident fund	Total
Services as director or prescribed officer					
Simelane-Quntana, Sibongile Millicent	1 248 193	204 990	153 114	93 615	1 699 912

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

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

Non-executive

2024

Directors' emoluments	Committee fees	Other meeting fees	Expense Allowances	Total
Services as director or prescribed officer				
Khanyile, Thabani Derrick	80 228	-	-	80 228
Nalane, Joe Fana	105 252	51 408	5 795	162 455
	185 480	**51 408**	**5 795**	**242 683**

2023

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

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17. Change in estimate

Property, plant and equipment

Some of Office Equipment with initially estimated useful life of 5 years has been revised to 12 years. The effect of this revision has decreased the depreciation charges for the current and future periods by R10 276.

Some of Furniture and Fittings with initially estimated useful life of 6 years has been revised to 15 years. The effect of this revision has decreased the depreciation charges for the current and future periods by R4 379.

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 R25 470.

Some computer softwares with once-off purchase prices and an initial estimated useful life of 10 years has been revised to 16 years. The effect of this revision has decreased the armotisation charges for the current and future periods by R8 262.

18. 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)	2024	2023
Income			
NRGP contributions		33 117 798	27 259 228
Promotional material		76 739	101 217
	11	**33 194 537**	**27 360 445**
Other income			
Recoveries		-	134 877
Other income		71 174	71 326
Donations received		-	170 154
Training income		6 289	35 329
		77 463	**411 686**
Expenses (Refer to page 28)		**(30 830 933)**	**(25 015 705)**
Operating profit		**2 441 067**	**2 756 426**
Investment income		1 119 137	608 057
Finance costs		(109 951)	(220 604)
		1 009 186	**387 453**
Profit for the year		**3 450 253**	**3 143 879**

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Detailed Income Statement

Figures in Rand	Note(s)	2024	2023
Operating expenses			
Accommodation		(1 037 877)	(929 725)
Administration and management fees		(26 332)	(17 336)
Advertising		(83 989)	(112 300)
Annual report		(51 260)	(2 700)
Assets <R7 000		(251 648)	(166 251)
Bad debts		(48 496)	(114 594)
Bank charges		(23 848)	(24 176)
Board and sub-committee meeting expenses		(222 147)	(205 715)
Cleaning		(521)	(10 550)
Computer expenses		(15 637)	(61 611)
Conferences and workshops		(87 636)	(103 919)
Consulting and professional fees		(315 552)	(324 898)
Courier and Postage		(112 964)	(58 670)
Depreciation, amortisation and impairments		(725 359)	(857 027)
Employee costs		(11 832 553)	(9 348 429)
External auditors' remuneration	13	(401 183)	(262 207)
Fines and penalties		(649)	(12 018)
Insurance		(160 142)	(151 218)
Internal auditors' remuneration		(256 395)	(324 628)
Internet expenses		(377 933)	(379 478)
Lease rentals on operating lease		(938 639)	(848 613)
Loss on sale of assets and liabilities		(4 303)	(11 113)
Motor vehicle expenses		(1 744)	-
Printing and stationery		(40 316)	(86 042)
Promotional material		(3 283 593)	(2 208 342)
Public awareness		(116 881)	(105 440)
Rates & taxes		(139 006)	(122 735)
Repairs and maintenance		(73 045)	(68 393)
Research and development costs		(305 478)	(317 901)
Research costs		(624 879)	(518 307)
Software expenses		(303 724)	(74 506)
Staff training and development		(616 067)	(730 845)
Staff welfare		(234 838)	(240 414)
Subscriptions		(19 871)	(145 533)
Subsistence allowances		(321 528)	(204 504)
Telephone and fax		(1 168 011)	(1 144 183)
Training - Material costs		(118 339)	(122 556)
Training - Other programmes		(167 758)	(24 168)
Training - Responsible gambling 101		(233 624)	(302 328)
Training - Responsible gambling 102		(195 358)	(112 157)
Training - Responsible gambling 103		(41 623)	(14 693)
Training - Responsible gambling for LPMs		(6 778)	(4 643)
Travel		(2 513 658)	(1 924 908)
Treatment - Family sessions treatment		(26 012)	(26 756)
Treatment - Inpatient programme		(378 789)	(282 355)
Treatment - No Show		(1 442)	-
Treatment - Outpatient programme treatment		(2 022 958)	(1 247 359)
Treatment - self-exclusion		(746 337)	(555 980)
Utilities		(154 213)	(103 481)

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Detailed Income Statement

Figures in Rand	Note(s)	2024	2023
		(30 830 933)	**(25 015 705)**

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20 YEARS
OF RESPONSIBLE GAMBLING

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