



National Gambling Board
South Africa
a member of **the dtic** group

The difference between responsible gambling and problem gambling

The Responsible Gambler ...	The Problem Gambler ...
Uses gambling for fun and entertainment	Uses gambling to make money
Takes breaks between gambling activities	Spends all their time gambling, or thinking about gambling
Gambles on a budget based on what they can afford	Ignores the affordability of their gambling activities, and risks losing money they can't afford
Sets limits for themselves and sticks to it	Has difficulty in setting and sticking to boundaries in their gambling behaviour
Knows When to Stop!	Chases losses by gambling some more.

National Responsible
Gambling Programme



CALL 0800 006 008 (Toll free)



TEXT HELP To 076 675 0710



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Stigma is one of the biggest barriers to people seeking help



Often people feel worried they will be judged by others about their experiences or behaviour. This is called stigma.

Labelling and judging someone for experiencing gambling harms is wrong.

Instead of finger-pointing, why don't you help someone overcome gambling problems and learning to gamble responsibly.

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HOW TO

Talk to someone you think has irresponsible gambling habits

Conversation starter ...

- “I’ve noticed you’ve been gambling a lot recently, is everything OK? Is there anything I can do to help?”
- “I can imagine it feels quite lonely, do you want to talk to a friend?”
- “This must be really difficult for you, but you might find it helpful to talk to someone.”
- “Sometimes it’s easier to talk to someone you don’t know about things that are bothering you. Did you know you can talk to someone at the National Responsible Gambling Programme? This is their toll free helpline: 0800 006 008.”

Being sympathetic, yet helpful ...

- “Thank you for being honest and not keeping this a secret.”
- “How can I support you?”
- “I really appreciate you sharing this with me, that must have been really hard. I hope you know you aren’t on your own.”
- “Talking about it is a huge achievement – there are ways to get help.”

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South Africa's **UNIQUE** National Responsible Gambling Programme

Help is available for problem gamblers and their families, free of charge

The National Responsible Gambling Programme (NRGP) is a resource that integrates research and monitoring, treatment and counselling, public education and awareness, as well as gambling industry training. It is the only programme of its kind in the world that is jointly controlled by a public/private sector partnership which involves government regulators and the industry.

The NRGP is managed by the SA Responsible Gambling Foundation (SARGF) which comprises a Board of Directors who represents regulators and the industry. There is a high degree of accountability and transparency in terms of financial management. Reports on the activities of the programme are published regularly.

The NRGP's toll-free Problem Gambling Counselling Line operates countrywide 24/7 and is staffed by multilingual telephone counsellors. Help is available free of charge, and confidentiality is maintained at all times

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