Service Report of The Resilience Centre - Problem Gambling Counselling Service 2013

Case Work

52 cases of problem of gambling were handled in 2013, and amongst these, 31 were male and 21 female. 48 cases were of those personally suffered from the problem gambling, while the rest were from gamblers' family members. Apart from gambling problems, the help seekers also involved in economic, marriage, family and social problems. The Resilience Center will provide face-to-face counseling and financial counselling to relevant cases.

Gambling Treatment Counselling Hotline

The Resilience Centre had received a total of 448 phone calls in 2013. 69 calls were non-gambling cases. The majority of callers were female, with 242 calls, and 206 callers were male. 225 calls were from gamblers themselves, who suffered from problem gambling, while the rest were from gamblers' families, friends, relatives and callers who did not want to give any details of their identities.

Financial Counselling Service

14 problem gambling related cases had attended financial counselling. In addition, The Resilience Centre has co-organized with non-governmental organizations to hold a series of 4 seminars on 'Smart Financial Management', targeting gaming employees, teenagers and the public, with a total of 185 participations.

Community Education Activities

Regarding community education, in 2013, The Resilience Center had held 46 seminars on 'Prevention of Problem Gambling' and 4 on 'Smart Financial', total attendance of those seminars are 2391. In addition, with promotion activities, The Resilience Center had organized "Intelligent" and "Rainbow "Anti Problem Gambling series activities, "Responsible Gambling 2013" series activities and Second stage development of "RG Kiosk".

Statistics of The Resilience Center - The Problem Gambling Counselling Service

Seminars of The Prevention of Problem Gambling

(January – December, 2013)

Types of Seminars	Times	Participants
Youth	11	800
Adults/Elders	33	1361
Prisoners	2	45
Healthy Financial Management	4	185
Total	**50**	**2391**

Statistics of The Resilience Center – Face to Face Counselling

(January – December, 2013)

Number of Cases

Total	52

Sex

Male	31
Female	21
Total	**52**

Age Group

10 years old or below	0
11-20 years old	0
21-30 years old	12
31-40 years old	12
41-50 years old	11
51-60 years old	12
61-70 years old	4
71 years old or above	1
Not available	0
Total	**52**

Employment

Student	0
White collar	14
Blue collar	7
Professional	0
Unemployed	8
Housewife	2
Others	8
Not available	3
Total	**52**

Marital Status

Single	9
Married	32
Separated/Divorced	10
Widowed	1
Others	0
Not available	0
Total	**52**

Is it a Gambling Case?

Yes	49
No	3
Total	**52**

Relationship with the Gambler

Oneself	48
Family members	3
Relatives	0
Friends	0
Others	1
Not available	0
Not applicable	0
Total	**52**

Types of Gambling (Multiple choices)

Horse Racing	0
Dog Racing	0
Football Betting	3
Mark Six	0
Mahjong	2
Baccarat	38
Roulette	1
Fantan	2
Black Jack	3
Boule	0
Paikao	1
Cussec	7
3-Card Poker	0
Caribbean	0
Slot Machine	6
Others	0

Not available	2
No applicable	4
Total	**69**

Amount of Debts

No debt	12
1,000 and below	0
1,000-5,000	1
5,000-10,000	2
10,000-50,000	5
50,000-100,000	5
100,000-500,000	18
500,000-1,000,000	3
1,000,000-1,500,000	0
1,500,000-2,000,000	1
Over 2,000,000	0
Not available	2
Not applicable	3
Total	**52**

Statistics of The Resilience Center - Hotline

(January-December, 2013)

Number of Cases

Total	448

Sex

Male	206
Female	242
Total	**448**

Age Group

10 years old or below	0
11-20 years old	2
21-30 years old	24
31-40 years old	13
41-50 years old	18
51-60 years old	15
61-70 years old	4
71 years old or above	2
Not available	370
Total	**448**

Employment

Student	5
White collar	70
Blue collar	77
Professional	6
Unemployed	22
Housewife	17
Others	16
Not Available	235
Total	**448**

Marital Status

Single	36
Married	159
Separated/Divorced	30
Widowed	8
Others	6
Unknown	209
Total	**448**

Is It a Gambling Case?

Yes	379
No	69
Total	**448**

Relationship with the Gambler

Oneself	225
Family members	157
Relatives	8
Friends	31
Others	7
Not available	10
No applicable	10
Total	**448**

Types of Gambling (Multiple choices)

Horse Racing	0
Dog Racing	0
Football Betting	6
Mark Six	0
Mahjong	5
Baccarat	56
Roulette	0
Fantan	0
Black Jack	3
Boule	0
Paikao	1
Cussec	0
3-Card Poker	0
Caribbean	0
Slot Machine	11
Others	9

Not available	353
No applicable	7
Total	**448**

Amount of Debts

No debt	52
1,000 and below	0
1,000-5,000	0
5,000-10,000	4
10,000-50,000	27
50,000-100,000	29
100,000-500,000	43
500,000-1,000,000	10
1,000,000-1,500,000	3
1,500,000-2,000,000	2
Over 2,000,000	6
Not available	266
Others	0
No suitable	6
Total	**448**