Problem Gambling Prevention and Treatment Division—
The Resilience Centre
2018 Annual Report

The Problem Gambling Prevention and Treatment Division—"The Resilience Centre" is a service unit which provides counselling service for people who are troubled by gambling problems, and promotes the prevention and treatment of gambling disorders.

1. Community Education and Promotion Activities

In terms of community prevention education, a total of 17 community lectures on preventing gambling disorder were held and attracted 779 participants.

Organizing Community Promotion Activities to Prevent Addiction to Sport Betting

In the occasion of World Cup 2018, Problem Gambling Prevention and Treatment Division and Education and Youth Affairs Bureau, as well as social institutions on prevention and treatment of gambling disorder co-organized a series of community activities in the theme of "Watch Football Games without Placing Bets". The activities aimed at reminding young people and the general public of gambling prevention and proper participation in sports activities, introducing gambling disorders prevention services in Macao. There are 7 non-governmental organizations, 55 schools participating in 14 activities and a total of over 80,000 participants. In addition, the mobile phone video competition "Watch Football Games without Placing Bets" was organized together with Education and Youth Affairs Bureau, receiving 50 participating submissions.

2. Implementation of Comprehensive Preventive Measures

Central Registry System of Individuals with Gambling Disorder

In 2018, the participating units of the "Central Registry System of Individuals with Gambling Disorder" included the Social Welfare Bureau and 24 local social service institutions. The system collected data through the internet, recording a total of 133 new cases requesting for help.

New cases of the "Central Registry System of Individuals with Gambling Disorder" in the past three years:

Year	2016	2017	2018

New Cases	141	157	133

24 Hours Gambling Counseling Hotline and Online Counseling Services

The "24 Hours Gambling Counseling Hotline and Online Counseling Services" were launched by commissioned social service institutions, providing more convenient and around-the-clock support for people in need. In 2018, the service received a total of 1,317 calls for help and a total of 2,121 online counselling.

Smart Financial Promotion Plan

Cooperated with non-governmental organizations to initiate activities and courses inside schools in order to cultivate young people's correct financial management concepts and knowledge. The activities focused on gambling prevention, staying close to the social environment of Macao. The content of the course is focused on the prevention of gambling disorders and including assignments for parents, emphasizing on parent-child education. In 2018, there are a total of 141 school activities with participation of 4,127 students.

3. Responsible Gambling Promotion

Responsible Gambling Promotion Activities

Co-organized "Responsible Gambling Promotion Activities" with Gaming Inspection and Coordination Bureau (DICJ) and University of Macau with the theme "Gambling is not business. Stay in Control", which aimed to remind Macao residents and visitors to stay control in face of gaming activities. The series activities include launching ceremony, advertisement and promotion, closing ceremony and dinner.

Organized "Responsible Gambling Challenge" Momeplay Wechat Interactive Games, attracting 50,620 participants.

Organized workshop before the event "Development of Gambling Disorder Services from the Perspective of Recovery Model", which invited 84 professionals from gambling disorder prevention and treatment institutions of Macao, Hong Kong and Singapore.

In terms of "Responsible Gambling Community Activity Scheme", a total of 10 gambling disorder prevention and treatment institutions participated in

the scheme, attracting over 118,340 participants in 10 activities.

2018 is the 10th anniversary of "Responsible Gambling Promotion". The SWB, the Gaming Inspection and Coordination Bureau (DICJ) and The Institute for the Study of Commercial Gaming (ISCG) at University of Macau co-organized "Responsible Gambling Forum 2018", inviting 19 renowned experts and scholars in the field to review the measures and work of responsible gambling in Macao and Asia, and predict the future development; In addition, specific discussions are conducted. Representatives of local gaming enterprises in Macao participated in the discussion and shared their experience in promoting responsible gambling, exploring the future development, which attracted 300 participants.

"Responsible Gambling" Information Booths

In 2018, there are 10 new Responsible Gambling Information Kiosks and 2 Responsible Gambling Information Station (with on-site explanation by staff) in casinos, which a total of 3,272 people were contacted throughout the year. Until 2018, there are 42 Responsible Gambling Information Kiosks available for service, providing residents and visitors with information on responsible gambling, gambling risks, addictive behaviors and symptoms, self-assessment, etc. Upon application of an individual, he can exclude himself/herself from casinos. It also provides instant connection to a 24-hour counselling hotline against gambling addiction. There are over 14,547 views of the Responsible Gambling Information Kiosks.

RG Information Kiosk	Yr. 2016 (Total)	Yr. 2017 (Total)	Yr. 2018 (Total)
RG Info Booth	24	26	36
RG Info Station	3	4	6
Total	27	30	42

4. Support of Local Social Service Institutions

In 2018, there are 6 social service facilities and projects receiving regular support from Social Welfare Bureau, including gambling quitting services, 24-hour gambling counselling services, gaming employee services, gaming employee volunteer services, youth gambling prevention services and youth community prevention (gambling) education centers, etc.

The meeting regarding the cooperation on gambling disorder prevention and treatment services were held with 23 participating units. Reports and discussions were delivered on major tasks in 2018, on the introduction of "Watch Football Games without Placing Bets" series activities, "Responsible Gambling Forum 2018" and the summary report of consultation on revising the law "Regulating the Conditions of Entering, Working and Gaming at Casinos", etc.

5. Establishment of A Professional Training System against Gambling Disorders

In 2018, SWB carried out the "Training course for Professional Certificate in Gambling Counseling" in collaboration with the Gaming Inspection and Coordination Bureau, the University of Macau and the Macau Polytechnic Institute, targeting on Macao social workers and counselors; "Course for Certificate in Macau Responsible Gaming Instructor" and "Course for Certificate in Macau Responsible Gaming Advisor" are carried out to the management of gaming enterprises. The above three certification courses have issued certificates to 126 participants.

In 2018, SWB carried out the trainee course for "Professional Certificate in Gambling Counseling" for social workers and psychological counselors to improve their professional practical ability in the prevention and treatment of gambling disorders. In addition, a series of courses on "Workshop on Motivational Interviewing—Application on Instruction of Gambling Disorder (Addiction)" and "Investigating Gambling Disorder with Satir Family Therapy Model—Concept and Practice" were conducted, and 57 people obtained certificates.