



**Report for Period
June 2015 – December 2017**



**RESPONSIBLE
GAMING
FOUNDATION**

“

I want people to understand, gambling is not a bad thing if you do it within the framework of what it is meant to be, which is fun and entertaining ”

MICHAEL JORDAN

(American retired professional Basketball player and businessman)



Responsible Gaming Foundation

Report for Periods:

June 2015 – May 2016 (Annual);
June 2016 – May 2017 (Annual); and
June 2017 – December 2017 (Half Yearly).



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Message from Parliamentary Secretary

for Financial Services,
Digital Economy and
Innovation within the
Office of the Prime Minister,
HON. SILVIO SCHEMBRI

The positive impact of gaming on the Maltese economy is a well-recognised reality. In 2017 the gaming industry generated €1.1 billion as a whole, in terms of gross value added and 10,000 new jobs; numbers which in themselves point to quite a considerable achievement. However, these numbers also carry a huge moral responsibility for the government, which must continue to build on the social politics that safeguard the national interest so that this recreative medium does not leave behind a negative social impact.

The Responsible Gaming Foundation was launched for this scope, seeking to create a wider awareness of the extent, possible causes and consequences of the problem gaming in Malta, striving to educate towards prevention, while providing the necessary support and advice to those affected by this phenomenon. During my past tenure as Chairman, I have relentlessly advocated for a healthy balance between the gaming industry's drive for growth and its social corporate responsibility. I have always believed that rapid growth within the industry should not come at the expense of a negative social cost. To this end, we would also do well to remind of the reach out programme carried out by the foundation through sports activities in various localities, providing youngsters with an alternative to gaming. These are the kinds of initiatives which impart a healthy mindset and go a long way in preventing any future gambling-related problems.

However, we cannot remain indifferent to the numbers as they stand. It has been estimated that during the year 2015, the Maltese population spent around €125 million on gaming services, equivalent to 2.8% of the total household consumption. During the year 2017, the same population spent around €128 million on gaming services. A substantial €3 million difference, in a timespan of two years. In the meantime, 1%-2% of the gaming population that acquired gaming services for payment reported some type of gambling problem.

This data was first published years back in 2015 in the first scientific research of its sort by the Malta Gaming Authority under the analytical eye of Dr Gordon Cordina. A survey which provided a scientific basis for more recent surveys and for policies aimed at helping people who have gambling problems.

These scientific surveys which were conducted between 2015 and 2017 gave a clearer picture of the Maltese behaviour as regarding gaming. Surveys which depicted the level of dependency on gaming in our country. Surveys which continued to prove the importance of the Responsible Gaming Foundation in Malta. Surveys which were necessary for one to understand the effect of gaming on the social life of the population and also the economic effect on the lives and daily needs of the people.

Through these surveys, it has also transpired that the gaming service has become an essential component in the recreational activities of Maltese households. While this contributes to economic activity, this needs to be handled in such a way that does not negatively affect the quality of life. It has also emerged that it is more probable, that problems related to gambling are more extensive and serious when associated with gaming which originates primarily from illegal activities. More resources need to be dedicated to the training of professionals combating the gambling problem. In conformity with these considerations, responsible gaming continues to be the one main priority of the government. Behind every number, there's a story and we need to start hearing and addressing those stories.

Hence, I cannot leave out the important work carried out by the Responsible Gaming Foundation in the period covered by this annual financial report, which launched a series of initiatives to help people with gambling problems, such as the Educational Campaign amongst Year 4 Primary students, the CSRP Program, the 1777 helpline and the self-barring forms and requests, amongst others listed in these pages.

As the government always dedicated and will always dedicate specific interest to assure that there is control on the abuse that gaming can cause. The Responsible Gaming Foundation needs to continue focusing on the prevention of this abuse and also to provide the professional care to all those who need help.

My Secretariat under the Office of the Prime Minister will always provide support to the foundation in order to continue its sterling work for it to reach all the necessary goals set forth by society itself. On these lines, the foundation is embarking on a €1 million project financed by the European Union Social Fund. A specialised training programme to key stakeholders that will help individuals with gambling disorders to be heard, helped and reintegrated back in society.

I augur the Responsible Gaming Foundation in continuing with its efforts in implementing its social projects in the best interest of the well-being of our society.



Foreword by the Non-Executive Chairman of the RGF, Mr. Neville Mangion

Being the Non-Executive Chairman of the Responsible Gaming Foundation, I am pleased to present these reports based on our second and third years of work.

Throughout this period of time we managed to continue building on previous work done on a number of initiatives under the supervision of both former Chairman Hon. Silvio Schembri, now Parliamentary Secretary for Financial Services, Digital Economy and Innovation at the OPM and also of former Interim Chairman Mr. Vincent Muscat.

The Foundation is making sure to offer continuity on previous work and continue to innovate in order to tackle new areas, always keeping in mind the original aim. Not only to study all possible causes which can lead to the gambling problem, but also to analyse the consequences of excessive gambling, the importance being given to prevention and to provide support to all those that are in need of our help.

The establishment of the fund to promote responsible gaming is not only proof of Malta's proactive approach in promoting responsibility in this jurisdiction, but also to align with the gaming regulation in our country.

At the start, the identification of a "Foundation" as the most suitable body to administer the fund was fundamental to the overall success of the first year of work. The first year was a complete challenge as the foundation needed to establish a solid base in society. The second and third years were still essential to continue to affirm solid ground in an era of constant technological innovation.

During the past years the foundation continued to work hard on its Educational Campaign with the help of the Ministry for Work and Education by teaching Year 4 Primary students, with the help of the mascot "Chippy", the essentials of playing responsibly and what does gambling actually mean?

Another programme which was put forward by the Foundation in 2016 was the Corporate Social Responsibility where projects were funded to those eligible, in order to promote an alternative to gambling. The Foundation is there to promote alternatives to gambling by financially supporting civic, cultural and sports initiatives. The National Gambling helpline 1777 was also set operational on the 28th of September 2015 and from then on addicts or their relatives finding a professional helping hand from the RGF staff.

Also, self barring forms and requests are processed by the RGF where addicts can self exclude themselves for a period of six months, 12 months or on an indefinite term. Not to mention the Memorandum of Understanding signed with the University of Malta's Faculty of Social Wellbeing in 2017 in order for the Foundation to start building grounds in order to enhance learning in responsible gaming and hence find ways to work together for further research, always keeping in mind the national media campaign which started in the first year of work and is still a constant force until this very day.

Now, a new challenge has been put forth by the government, as regards the Take Action Programme financed by the European Union Social Fund, specialised on research and training to key stakeholders that will aid society to better understand the problem gambling world.

Finally, I thank the Parliamentary Secretary Hon. Silvio Schembri, the former RGF Interim Chairman Mr. Vincent Muscat, former MGA Chairman Mr. Joseph Cuschieri and present Chairman Mr. Heathcliff Farrugia for their continuous support and also the private sector for their contributions and corporate responsibility agendas.



Introduction from the RGF General Manager, Mr. Shawn Zammit

I took on the role of General Manager of the Responsible Gaming Foundation taking over the good work done by former General Manager Ms. Priscilla Muscat. Being a Psychologist by profession, with an expertise in the sector of addictions Ms. Muscat offered a new perspective to the foundation; one that is more holistic and multidisciplinary, thus mapping the psychosocial aspects that are key to rendering a more effective service both in terms of primary prevention and secondary prevention.

difficulties and ensuring a fast track service in crisis situations.

Another key project of the foundation is that of our educational campaign based in schools. Till this very day, we have worked with the educators in the primary schools to strengthen our educational campaign offered, by exploring the integration of practice-based sessions which will eventually be extended to parents and also to secondary schools.

Across the past years, we have witnessed a potential growth in the gaming sector which has become a crucial part of our economy. The amount generated by the gaming industry as a whole in terms of gross value added in 2017 was €1.1 billion with almost 10,000 jobs created. Bearing all this in mind, the foundation has worked really hard and will continue to move forward to strengthen its ideology and services within.

In order to cater more for the social aspect of the gaming scenario in Malta we have revamped the Call Centre Unit where with the help of my predecessor Ms. Muscat the foundation enrolled and deployed more qualified staff so as to be able to extend its services from 12 hours to a 24 hour service so as to cater for crisis situations that are more likely to happen during the night. The staff were offered professional training so as to ensure they were skilled enough to support our clients on the 1777 helpline. A full-time Call Centre Manager/Social Worker was also introduced in order to give shadowing and supervision, whilst managing the Call Centre shifts.

Ms Priscilla Muscat valued collaboration with all relevant stakeholders. In fact, the foundation held collaborative meetings with Caritas, FSWS, Psychology Services within the Health and Education Ministries and MGA with the scope of establishing a holistic network for our clients with gambling

We also gave a positive boost to the Promotions Department, vital to provide awareness as regarding problem gambling in Malta. We started to attend on more TV and radio programs, advertised our helping services on magazines and newspapers and took part in one-to-one mediatic interviews for the benefit of all those who need the foundation's help.

On the 12th of September 2017 the "Take Action: Against Problem Gambling in Malta" project was announced. A project which was allotted €1 million co-financed by the European Social Fund. This project aims to shed more light on the current gambling situation through a research project aimed at mapping the problem of gambling addiction locally and it's associated factors; train professionals working hand in hand with people with disordered gambling; as well as the setting up of an awareness campaign aimed at targeting youths and people who are at risk of developing an addiction in Malta and Gozo.

Besides thanking Ms. Muscat for building solid groundwork for the foundation upon which I will continue to plan for tomorrow, I would like to end this intro by thanking the former Non-Executive Chairman Mr Vincent Muscat and present Chairman Mr. Neville Mangion. Also, I would like to thank the Parliamentary Secretary Hon. Silvio Schembri for his constant support and collaboration in our daily work.



**Overview from the
RGF Promotions Executive,
Mr. Kayne Said**

Gambling addiction and problem gambling. Totally relatable but different conditions which can happen to anyone from any walk of life! Your gambling goes from a fun diversion to an unhealthy pathological preoccupation with serious life-changing consequences! If gambling addiction becomes a problem, it can strain your relationships, interfere with your line of work and can even lead to financial disasters. Problems which may lead to dire consequences like stealing money to pay debts or relationship issues like domestic violence! It may feel like you can't stop, but with the right help, you can overcome a gambling problem or addiction and regain control of your life.

This is where the Responsible Gaming Foundation stands out. As this report diligently states we pursue a mission in our everyday lives to create a wider awareness of the extent, possible causes and consequences of problem gambling in Malta with a view to preventing it and to provide the necessary support and advice to gambling addicts and problem gamblers and their dependents in their recovery efforts.

Through this report, we give a detailed outlook of our way of work to reach the above mission's targets through various projects and ideologies. We create awareness by embarking on a national advertising campaign which includes all media platforms. The advertising campaign focuses on making the general public aware of the possibility and the risks involved in excessive and irresponsible gambling. We also support this through our educational campaign which targets students to make them aware of the different dangers that may be found in excessive gambling and excessive gaming.

A problem gambler may gamble frequently or infrequently. Problems caused by excessive gambling are not just financial. Gambling problems affect people of all levels of intelligence and all backgrounds. Problem gamblers often rationalize their behaviour. These are the main issues that we keep in mind when we work on projects of prevention.

The Responsible Gaming Foundation provided funds to different organisations that have the aim to promote an activity which is alternate to gambling. Corporate Social Responsibility Programme years back provided different entities with the needed funds so that the project envisioned can become a reality. We also meet regularly with the Malta Gaming Authority in order to discuss strategies for player protection and responsible gaming ideologies.

Do you feel the need to be secretive about your gambling? Have trouble controlling your gambling? Gamble even when you don't have the money? Have family and friends worried about you? These are all signs and symptoms of problem gambling. Signs that you need help.

As the Responsible Gaming Foundation we provide the necessary support by having established the anonymous helpline 1777 which is the first national helpline solely dedicated to gambling. In addition to the helpline we also have an anonymous chatline on our website and also process self-barring forms for a six month, 12 months and also indefinite period.

From here onwards as we embark on new projects we keep in mind to continuously seek, administer and manage funding in a responsible and transparent manner, encourage and promote responsible gaming and undergo further research into compulsive gambling.



**Board members as
to December 2017**

BOARD MEMBERS AS TO MAY 2017

HON. SILVIO SCHEMBRI

Chairman of the RGF & Representative of the Ministry for Competitiveness and Digital, Maritime and Services Economy

MR. GEORGE DEBRINCAT

Representative of the Malta Remote Gaming Council (MRGC) and Representative of the Malta Gaming Licence Industry

MR. HEATHCLIFF FARRUGIA/MR. CHRISTOPHER FORMOSA

Representatives of the Malta Gaming Authority (MGA)

MS. CARMEN NYGAARD

Representative of the Ministry for Education and Work

MR. FRANCIS GALEA/MR. MARK VELLA BONNICI

Representatives of the Ministry for Social Security

BOARD MEMBERS AS TO DECEMBER 2017

MR. VINCENT MUSCAT

Non-Executive Chairman of the RGF & Permanent Secretary at the OPM

MS. PRISCILLA MUSCAT

General Manager at the RGF

MR. GEORGE DEBRINCAT

Representative of the Malta Remote Gaming Council (MRGC) and Representative of the Malta Gaming Licence Industry

MR. CHRISTOPHER FORMOSA

Representative of the Malta Gaming Authority (MGA)

MS. CARMEN NYGAARD

Representative of the Ministry for Education and Work

The **PURPOSE** of the Foundation



What do we stand for?

The mission we pursue through the organisation is:

“ To create a wider awareness of the extent, possible causes and consequences of problem gaming in Malta with a view to **preventing it** and to **provide the necessary support** and advice to problem gamblers and their dependants in their recovery efforts. ”

Main Functions

- To continuously seek funding for the foundation’s causes;
- To administer and manage those funds in a responsible and transparent manner;
- To promote responsible gaming;
- To encourage the creation of systems that combat irresponsible gaming;
- To encourage responsible consumption of gaming; and
- To undergo further research into compulsive gambling.



Beginnings

Setting up of the Responsible Gaming Foundation

The Responsible Gaming Foundation was launched on Tuesday 18th February 2014 by the then Parliamentary Secretary for Competitiveness and Economic Growth Edward Zammit Lewis and the then Minister for Social Solidarity Marie-Louise Coleiro Preca.

The foundation was created with the main aim of seeking and managing funding from the gaming sectors, government, and other channels, to fund projects for research and development of preventative measures in education and to provide support and technologies that enhance and improve responsible gaming.

How do we do this?

We create awareness by embarking on national advertisement campaign which includes all media platforms: Different types of social media, TV and Radio. The advertisement campaign focuses on making the general public aware of the possibility of a gaming problem and the risks of excessive and irresponsible gaming. We also support this through our educational campaign which targets students and makes them aware of the different dangers that may be found in excessive gaming.

WE PREVENT IT by providing funds to different organisations that have the aim to promote an activity which is alternate to gambling. The Corporate Social Responsibility Programme provides different entities with the needed funds so that the project envisioned can become a reality. We also meet with different gaming companies in order to discuss with them a strategy for player protection which they can apply for their responsible gaming strategy within their firm.

WE PROVIDE THE NECESSARY SUPPORT by having established the Responsible Gaming Foundation anonymous Helpline 1777 which is the first national helpline that is dedicated solely to gambling. The Helpline is the bridge between the problem gamer's silence and help. The Responsible Gaming Foundation is in collaboration with different non-governmental and ecclesiastical entities which contribute to the treatment of the problem gamers that come to us for help. In addition to the Helpline we also have an anonymous chatline which runs on the same hours as the Helpline. In order to enhance our expertise on problematic gamers we are sponsoring a number of university level courses as research in this field is limited.

Former Non-Executive Chairman
of the RGF, together with
HON. SILVIO SCHEMBRI
at the Siggiewi FC
CSR event.

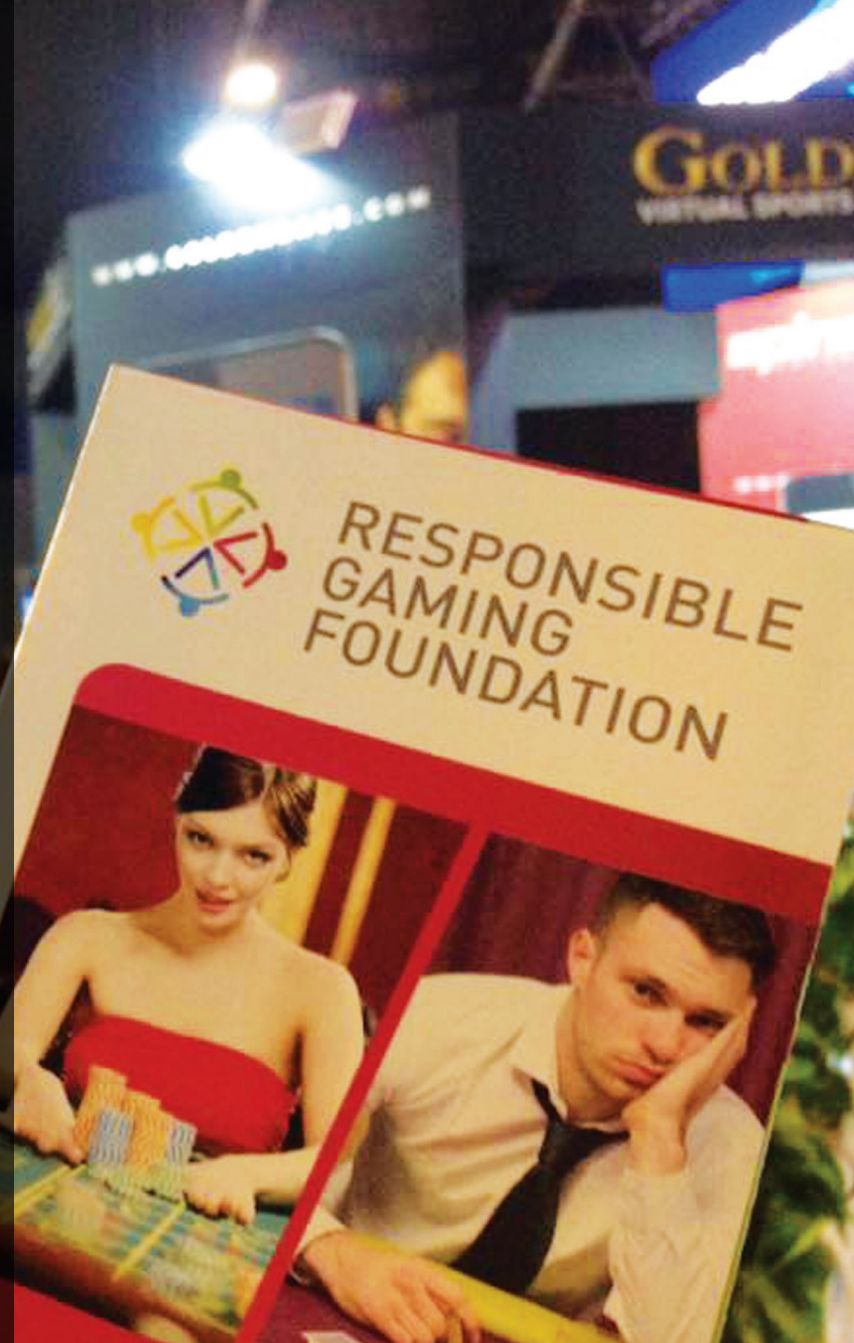


Seminars, conferences, media events & articles

Events included responsible gaming seminars, discussions on radio stations about the RGF with the participation of the RGF staff and Chairman, interviews for local newspapers, and news portals and educational slots on television programs.

The Responsible Gaming Foundation also partnered up with Kindred Group and the Foundation for Social Wellbeing Services for the second edition of the Responsible Gaming Conference 2017 where gaming responsibly was looked at from a 360 degree viewpoint.

The Responsible Gaming Foundation also took part in the SIGMA 2017 where on the 23rd of November a networking exercise was done with all the gaming companies involved and leaflets promoting the Foundation's work were also distributed on the day.

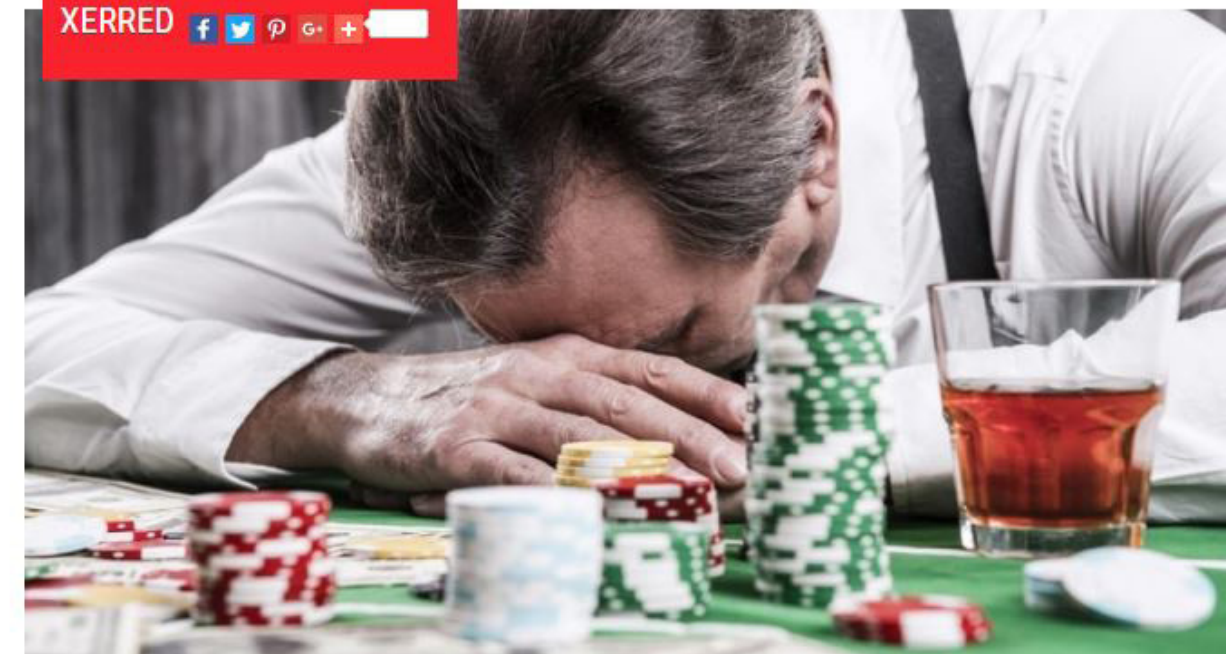


AĦBARIJET

SPORT

KULTUR

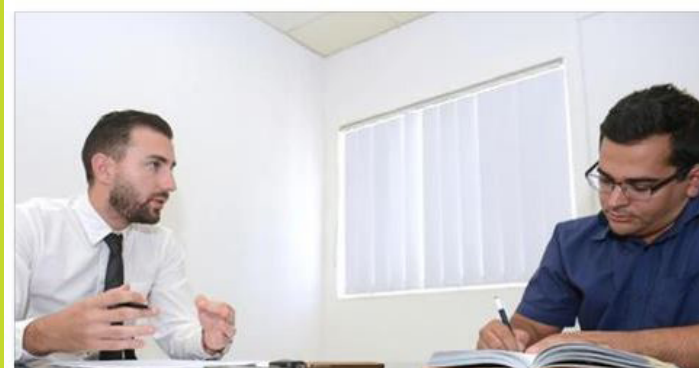
XERRED



4,200 persuna 'jorbtu jdejhom' biex ma jilghabux flushom

Responsible Gaming Foundation
Published by Kayne Said (?) - 24 July -

#RGF hitting the news with an interesting interview with the Promotions Executive Kayne Said on #newsmlta



"L-ewwel pass biex tigġieled il-vizzju huwa li tirrealizza l-eżistenza tiegħu!"

L-ewwel pass biex tigġieled il-vizzju huwa li tirrealizza l-eżistenza tiegħu! "Tbati mill-vizzju tal-logħob? Ċempel 1777. Nistgħu nġinuk!" Sa mit-twaqqif tagħha,...



Qraba jċemplu 1777 għall-ġhajjnuna

Sa mit-tredija tiegħu f' Settembru tal-2015, il-maġġoranza ta' telefonati li rċieva l-helpline 1777 li jispeċċjalizza fil-vizzju tal-logħob, kienu mingħand qraba tal-vittmi. Din kienet informazzjoni li nġatat mill-Fondazzjoni għal Logħob Responsabbli li...

ONE.COM.MT

Seminars, conferences, media events & articles



Meetings & Donations

Throughout these couple of years the foundation held different meetings with various stakeholders and gaming operators in Malta where it managed to receive various donations.



Half way through the four year business plan



**RESPONSIBLE
GAMING
FOUNDATION**

... always there to help you
against gambling addiction

The RGF is currently half way through the business plan commissioned by Grant Thornton. The business plan shows what measures need to be implemented in order to promote responsible gaming. These measures vary from the promotion of responsible marketing to the drafting of a detailed study portraying a clear picture of Malta's gaming scenario.

In the first year of the business plan almost nothing was known empirically about gambling and/or problem gambling. As we are currently into the third year, work has been done by the MGA on a national scientific research on gaming services during 2015. What is universally true is that problem gambling can negatively effect significant areas of a person's life that include their health, employment, finances and interpersonal relationships as problem gambling rates in Malta appear to be similar

to rates in Europe, typically 0.5%-2%. After reviewing the social landscape in Europe and analysing the National Lifestyle Survey – Malta NSO 2009 - best in class practices where analysed in order to set forth our advertising campaign earmarked at convincing gamblers that gambling should be for entertainment purposes only. Hence a marketing campaign was designed and implemented.

The RGF must secure funds earmarked for responsible gaming and in the same time is currently trying to secure EU funds to support present and future initiatives, like the Education Campaign amongst 4th Year Primary Students and the CSR Programme aimed at supporting complimentary organisations and encourage activities alternate to gaming. In order to protect the vulnerable, also there was an improvement to the existing helpline where the provision of training was given to ensure that proper support is provided.

Outreach Advertising Campaign, Publication and Projects Report

On the 19th December 2014 the RGF launched its Outreach Campaign during a press conference at the Portomaso Casino, where the RGF facebook page and website were launched.

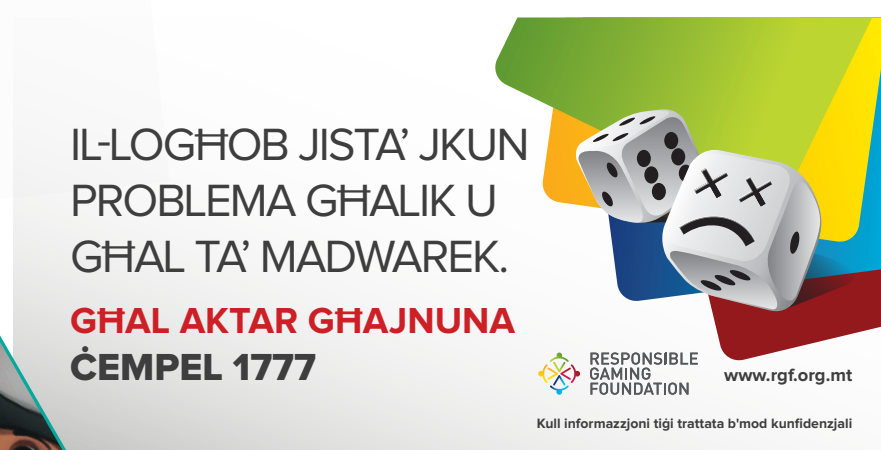
On the month of February 2016, the RGF embarked on a nationwide advertising campaign with a contract signed between the RGF and the Public Broadcasting Authority. This contract involves different appearances on national television shows as well as advertising slots before and after the 8.00pm news. The RGF also was a signatory to other contracts where appearances and exposure were provided to the RGF.

Leaflets were distributed in local councils, health centres, Maltco offices, schools, NGOs, houses, during events/conferences and stickers were stuck on gaming machines in Malta and Gozo. Billboards were also used to promote responsible gaming.

In May 2016 the RGF also published its first publication covering the work done and was distributed to every house in Malta and Gozo. The publication also included a self-test in responsible gaming for a person to realise if he/she is in need of help.

In October 2017 the RGF also presented its Projects Report to the Parliamentary Secretary for Innovation, Economy & Financial Services for consultation together with other organisations as regards the Budget Financial Estimates Speech which took place in the month of October 2017.

With the great advances in technology and science, nowadays everyone can access the media 24 hours at a touch of a single button.



why don't you gamble the money

AKTAR GĦAJNUNA
PEL 1777

Responsible Gaming
at MiGS





The Education Campaign

The RGF works together with the Ministry for Education and Work to continually raise awareness in education regarding responsible gaming. The foundation started the Education Campaign amongst 4th Year Primary Level students around Malta and Gozo. An educative campaign run amongst state schools, church schools and independent ones.

The Education Campaign was launched on the 8th of January 2015 at Senglea Primary School where the RGF mascot “Chippy” was also introduced and goodies with the RGF logos were distributed to the children present.

In 2015 the Responsible Gaming Foundation had targeted to reach around 100 classes which approximately translate into 2000 students of the fourth primary year. However the Responsible Gaming Foundation has surpassed that target and since the start of the scholastic year 2015-2016, the Responsible Gaming Foundation has delivered talks to more than 161 classrooms in 71 different schools with a reach of nearly 3000 students. The response from the informal sessions has been great. Chippy, the Responsible Gaming Mascot, has had great influence on the learning of the children and the understanding of the concept of danger in irresponsible gaming.

Discussions were also organised with the parents and training sessions were held with University Students from the Faculty of Social Wellbeing.



STATISTICS

Scholastic Year 2015-2016:

(September 2015 – May 2016)

71 schools visited/161 classrooms/3,000 pupils

Scholastic Year 2016 - 2017

(September 2016 – December 2016)

No schools visited due to vacant Educational Campaign Coordinator post

(January 2017 – May 2017)

18 schools visited/37 classrooms/680 pupils.

Scholastic Year 2017 – 2018

(September 2017 – December 2017)

Due to the RGF restructuring process schools were only visited in November and December

8 schools visited/19 classrooms/317 pupils

The CSR Programme

The Corporate Social Responsibility Programme aims to give something back to society with the money the foundation collects from the gaming industry in Malta. The aim is to promote recreational activities amongst those eligible for funding to assist and promote an alternative to gaming.

The CSRP's budget was €150,000 where the amount divided amongst the organisations varied from €500 to €6,000 according to the Board's decision making.

Applications for funds where of two types:

- 1) Continuous applications for small projects (€500-€1,000);
- 2) Temporary applications that where accepted during one month for projects varying from €1,000 to €6,000.

Primary CSRP projects as to May 2017:

- 1) Xaghra United FC.
- 2) Siggiewi FC.
- 3) Marsa Regatta Club.
- 4) Bottega San Giorgio.
- 5) The Alternative Learning Programme.
- 6) Centre for Senior Citizens in Floriana.



Three of the many projects under the

CSR Programme

JUNE 2015 - DECEMBER 2017

The club was looking to establish an officially recognised Regatta Nursery which provides free training, consultations and teachings to youths from 10 years to 25 years old. The funding sought was mainly for structural purposes as to refurbish and maintain a new gym area. The project is being run by the club's committee with the aid of qualified fitness coaches.

The RGF provided funding for the club's primary aim. To promote the sports of regatta and help young people to become the next exemplary rowers and well educated individuals. Amongst succeeding in every competition and reconfirm the champions status each year, they help their native city to make a name in sports and add extra value to their town. They emphasize on discipline and fairplay as they believe that education and discipline are the key to a successful future away from drugs, gambling addiction, alcohol and others aspects which ruin lives.

Application number: ACSRP/2015/030

Funding sought: €6,000

Funding approved: €5,011.00

Klabb Marsa Regatta

Marsa Regatta Youths:



Funding was being sought in order to embark on a refurbishment project of the football ground facilities with a main focus on the dressing rooms which cater for over 150 individuals. The dressing rooms will also be used for sport-related courses and instructional meetings. The club has always aimed at fostering a culture full of integrity. Football being as one of the most popular recreational activities amongst youngsters and adults in the locality, the aim is to promote a healthy and fulfilling lifestyle away from addictions such as gambling.

The new sports facilities were inaugurated on Friday the 8th of December 2017 where the RGF was represented by its present Chairman Mr Vincent Muscat in the presence of Parliamentary Secretary Hon. Silvio Schembri and the club's President, Committee and players.

Application number: ACSRP/2015/020

Funding sought: €8,000

Funding approved: €6,000



Siggiewi Football Club

Facilities Rehabilitation of Siggiewi FC:





Xaghra United FC

Summer Youth Development Programme through Football:

The project sought to address a number of issues which are in line with national and EU policies which encourage the young generation to live a healthy lifestyle away from addictions with measures such as the promotion of physical activity, education on nutrition, making existing facilities more attractive to youths and raising awareness on how sport can promote teamwork, intercultural learning and responsibility. The idea of the project put forward by Xaghra FC led to the holding of a Summer Sports Camp using the existing facilities which are owned by the same club, to attract a number of youths during the summer months to provide an alternative and more fruitful way of how youths spent the summer months. Activities projected included participation in football games, education related to nutrition and a healthy lifestyle, educational excursions and team building activities. Trainers and educators provided these services on a voluntary basis, thus strengthening the sustainability of the project. Moreover the Xaghra United FC is committed towards ensuring that this initiative becomes an established annual activity in the island of Gozo.

www.xaghraunited.org

Application number: CSRP/2015/017

Funding sought: €6,000

Funding approved: €4,923.19



Research & the collection of data

During the past years, RGF staff conducted research, gathering their information from local newspapers and online articles about responsible gaming, which in turn helped to improve their knowledge and expertise.

53% of the Maltese population are estimated to have spent money on some form of gaming activity

Unfortunately, while conducting research to gather as much information as possible, little or no research at all was found on this sector. In this regard, the RGF signed a Memorandum of Understanding with the University of Malta regarding a new scholarship programme financed by the foundation.

On the 21st of June 2017 the MGA (Malta Gaming Authority) published the first scientific survey by Dr Gordon Cordina for periods between 2015 and 2016 regarding the consumption of gaming services

from Maltese residents that include economic and social considerations. This survey gives a more clear picture regarding the dependency on gaming in our country, the gambling problem and the need to promote responsible gaming. In December 2018, the MGA published yet another research into the consumption of gaming services, this time covering year 2017. In 2017 the Maltese population spent €128 million in gaming services (€3 million more than 2015) where 53% spent money on gaming services in Malta. Out of those 53%, 1%-2% reported some sort of gambling problem.

1777, self-barring forms & statistics

On the 28th September 2015 the national helpline was introduced. The Helpline 1777 is the first national helpline that is dedicated to dealing and providing support to problematic gamers and their relatives or close ones. The call-centre is an integral part of our operations because it is the bridge between silence and help for all of the problematic gamers in Malta as well as their relatives. The personnel of the call-centre is given regular training and exercises in order to maintain and improve their standard of professionalism when it comes to dealing with the sensitive calls that the Helpline 1777 receives. A person can also make use of the chatting service on www.rgf.org.mt



From September 2015 till December 2017:

- 46% of the callers were relatives or friends of gamblers;
- 29% of the callers were gamblers;
- 13% of the callers wanted to get information;
- 12% wanted to complain about something;
- 58% were females;
- 38% were males.
- 4% wanted to keep their anonymity.

The Malta Gaming Authority and the RGF came to an agreement so that self-barring forms started to be processed from the foundation.

A self-barring form gives the opportunity to exclude oneself from a particular land based gaming parlour for a period of six months, 12 months or for an indefinite period.



2015-2017 Approximately 3,352 self-barrings registered with the RGF

- 2015 (1,144 registered self-barrings)
6 months: 592
12 months: 551
Indefinite: 1
- 2016 (945 registered self-barrings)
6 months: 454
12 months: 489
Indefinite: 2
- 2017 (1,263 registered self-barrings)
6 months: 644
12 months: 618
Indefinite: 1



The University MOU

The Responsible Gaming Foundation (RGF) represented by the late Chairman Hon. Silvio Schembri and the University of Malta (UM) represented by Rector, Professor Alfred J. Vella, have signed an Agreement detailing areas of mutual cooperation. A press conference held at the University of Malta, was addressed by the Hon. Emmanuel Mallia, then Minister for Competitiveness and Digital, Maritime and Services Economy, the Hon. Schembri, then Chairperson of the Responsible Gaming Foundation, Maltco's CEO, Mr Vasileios Kasiotakis, and University Rector, Professor Vella, in the presence of the Hon. Kristy Debono.

RGF's mission includes creating wider awareness of the extent, possible causes and consequences of problem gaming in Malta, with a view to preventing it and to provide the necessary support and advice to problem gamblers and their dependents in their recovery efforts. One of the main objectives of the Responsible Gaming Foundation is to support and to promote further research into problem gambling.. The University, on the other hand, has the necessary knowledge and expertise, and is willing to support the RGF in its mission and its specific objectives, primarily through its Faculty for Social Wellbeing.

To this end, the idea is that the RGF will be issuing a number of scholarships to enable students to pursue degrees in themes related to Responsible Gaming. The MoU includes provisions for data sharing, (with the necessary measures being taken to safeguard ethical, legal and privacy rights of the participants), access to the University Library for all University students receiving the scholarship and the RGF staff, and collaboration in research - including by working together to obtain funding for such research from government, industry and other stakeholders. Both Parties will also collaborate in maximising the dissemination of knowledge and information generated through such research and to ensure that the findings from the research is made available to direct policy-makers/decision-takers and prospective researchers. The RGF will also seek to

explore possibilities for internships within the industry. These experiences would be in turn be reviewed by the University.

The then Minister Emmanuel Mallia said that this initiative will be of great benefit to both entities in understanding and preventing social problems related to gaming abuse and irresponsible gaming. The Responsible Gaming Foundation requires the assistance of educational entities such as the University of Malta in researching and better understanding the field of gaming so as to increase awareness of gaming addiction and tailor effective policies. Minister Emmanuel Mallia emphasised that this goal can be achieved through in depth study and the accumulation of knowledge on this

sector.

The Hon. Silvio Schembri emphasised the importance of research in the gaming sector. He maintained that research will enhance the treatment given to victims of a gambling addiction and benefit social work practice in general. The Responsible Gaming Foundation, through its different campaigns, including the Outreach and Educational Campaign, is striving hard to reach gaming victims and to provide them with the necessary support.

Mr Kasiotakis stated that progress can only be through research, and Maltco Lotteries chose to be a part of this first research foundation: An investment which the next generation and the one after that will keep on building upon. Hence Mr Kasiotakis expressed

his satisfaction and pride regarding the sponsorship as it is needed for the National Operator, for the local gaming industry, but most of all it is needed for the generations to come.

University of Malta Rector, Professor Alfred J. Vella, welcomed the collaboration with RGF and the scholarships scheme offered. He said that beneficiaries will gain specialist knowledge in an aspect of gaming such as Responsible Gaming, Gambling Infrastructure, Youth and Gambling, Gambling Trajectories and the family. He commented that these are under-researched areas and the students' research will therefore be contributing to scholarship in this sphere and also serve as a base for the development of policy and practice in the sector.



Domestic Violence

The Responsible Gaming Foundation organised a press conference and awareness activity on domestic violence and gambling at the Hal Qormi Open Market Area.

The aim of the press conference was to educate and also serve as an opportunity for individuals to set their priorities right in order to seek help if they are victims or the cause of domestic violence from a gambling addiction or usure problem.



The then Chairman of the Responsible Gaming Foundation, Hon. Silvio Schembri addressed those present by outlining the huge presence of gambling in our Maltese society, a presence confirmed with the huge advances in technology, where nowadays everyone is capable to gamble with ease. Hon Schembri gave a detailed description of the publication being distributed by the Foundation and emphasized on one of the repercussions of gambling, which is Domestic Violence.

After stating that domestic violence is the third most reported crime in our country after theft and vandalism, he explained the Foundation's aim to promote responsible gaming in order to evade such consequences. Hon Schembri talked about the collaboration with the FSWS and what the Foundation is doing in this regard, where he talked about the national helpline 1777 specialised on gambling and its repercussions, the Educational Campaign, CSRP projects, Self Barring Forms and the Scholarship Programme. Hon. Schembri ended his address by outlining the next steps for the Foundation's future.

MEP Miriam Dalli agreed with Hon Schembri and stated that there is a correlation between gambling and domestic violence. Mrs Dalli also addressed all the legal aspects and the EU Law in respect to the subject. "Professional help exists for all those that are in need. As the campaign states, family comes before the gambling problem. But we cannot stick to this campaign only. On a European note, we need to ratify the Istanbul Convention as Malta did, in order to send a strong political message that domestic violence needs to be addressed immediately. In order to have the best practices to address this problem we need to have solid political grounds and adoptive measures from European Countries".

Joe Gerada, Chairman for the Commission for Domestic Violence stressed about the progress made so far in the field of domestic violence and gambling. Domestic violence and violence based on gender are both criminal offences with physical, psychological, sexual and economical repercussions. In fact a draft of law is being worked upon where fines will be increased as regards to violence against persons of different sex. The variety of domestic relationships will be widened so that more persons will be protected against the abuse of it. It is also a criminal offence if violence is practised in the presence of children.

"Violence leads to suffering at the financial cost of the state in order to provide support services for those affected. This is not acceptable in a mature and just society. Violence does not reflect strength," ended Gerada.

Alfred Grixti, CEO for the Foundation of Social Welfare Services ended the discussion by talking about the support services existent for those that are in need of help from the Aġenzija Appoġġ and Sedqa. Together with Roberta Pace, Services Manager with FSWS they both emphasized on the national helpline 179 for those that are passing from social problems.



Agency Appogg provides help to victims of domestic violence and their children. The aim of the service is to help victims, males and females, address their emotional, psychological and even their material/basic needs. Agency Appogg also offers the service of an emergency shelter, Ghabex. This residence accommodates women and children victims of domestic violence; it aims to provide a secure place for these victims, who in certain situations require an immediate safe place to stay. Another service which complements these two services is the Managing Abusive Behaviour. This service offers help to all those who are aggressive and who are willing to take responsibility for their abusive actions and are ready to address their behaviour and shift from abuse to respect. Given that domestic violence is related to other social problems such as gambling, alcohol and drug use, the social workers within Appogg always work in a multidisciplinary team together with other agencies and other services, amongst which there's Sedqa, so that they would address the problems in a more holistic manner.

"If you know of someone who is suffering from any type of abuse, you can make a police report or seek help from Agency Appogg. Ideally the person you are referring would be willing to receive help. We also encourage victims to report abuse and seek help from our services. Those who have been aggressive are encouraged to take responsibility for their action and reach out for help so that they would become more respectful for their own benefit, for the benefit of their children and for the benefit of society in general. One can access these services by contacting Agency Appogg on Supportline 179 or 22959000."

During the respective activity, the RGF staff also distributed promotional material and engaged directly with those present after the press conference.



The Financial Reports

June 2015 – May 2016

Financial Statements for Financial Year up to 31/05/2016

RESPONSIBLE GAMING FOUNDATION

Foundation Administrators' Report

for the year ended 31 May 2016

Foundation administrators

Hon. Silvio Schembri (Chairman)

Mr Heathcliff Farrugia

Ms Carmen Nygaard

Mr Francis Galea

Mr George Debrincat

Registered address

90/91, Second Floor, Psaila Street

Birkirkara BKR 9073 Malta

The foundation administrators present their report and the audited financial statements for the year ended 31 May 2016.

Principal activities

The foundation administers funds collected for the support of individuals who are affected by gaming-related problems.

Highlights of the year

The surplus for the year amounted to € 66,529 (2015: € 358,131). In current year, the foundation organised its first event to promote corporate social responsibility. The activities of the foundation are to remain consistent in the foreseeable future.

Events after the reporting period

There were no particular important events affecting the foundation which occurred since the end of the reporting period.

Foundation Administrators' responsibilities

The foundation administrators are required to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the foundation and of the profit or loss of the foundation for that year, in accordance with the requirements of International Financial Reporting

Standards as adopted by the EU. In preparing these the foundation administrators are required to:

- adopt the going concern basis unless it is inappropriate to presume that the foundation will continue in business; - select suitable accounting policies and apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- account for income and charges relating to the accounting period on the accruals basis;
- value separately the components of asset and liability items; and
- report comparative figures corresponding to those of the preceding accounting period.

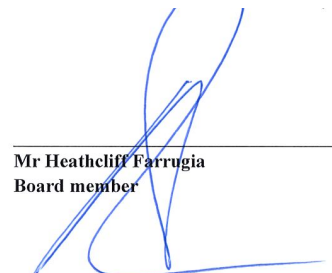
The foundation administrators are responsible for keeping proper accounting records which disclose with reasonable accuracy, at any time, the financial position of the foundation and to enable them to ensure that the financial statements comply with the International Financial Reporting Standards. are also responsible for safeguarding the assets of the foundation and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Auditors

The auditors, Nexia BT, have intimated their willingness to remain in office and a resolution proposing their reappointment will be put before the members at the next annual general meeting.

This report was approved and authorised for issue by the Board of Administrators on 30 October 2016, and signed on its behalf by:


Hon. Silvio Schembri
Chairman


Mr Heathcliff Farrugia
Board member

Independent Auditors' Report

To the Members of Responsible Gaming Foundation

We have audited the accompanying financial statements of Responsible Gaming Foundation, which comprise the Statement of Affairs as at 31 May 2016, and the Statement of Income and Expenditure, Statement of Accumulated Fund and Statement of Cash Flows for the year then ended, and a summary of significant accounting policies and other explanatory notes.

Foundation Administrators' Responsibility for the Financial Statements

The foundation administrators are responsible for the preparation and fair presentation of these financial statements in accordance with International Financial Reporting Standards as adopted by the EU. This responsibility includes: designing, implementing and maintaining internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with International Standards on Auditing. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether

due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements 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 entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the foundation administrators, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independent Auditors' Report

To the Members of Responsible Gaming Foundation

Opinion

In our opinion, the financial statements give a true and fair view of the financial position of Responsible Gaming Foundation as of 31 May 2016 and of its financial performance and its cash flows for the year then ended in accordance with International Financial Reporting Standards as adopted by the EU.


Mr Manuel Castagna

for and on behalf of

Nexia BT

Certified Public Accountants

The Penthouse, Suite 2

Capital Business Centre, Entrance C

Triq taz-Zwejt

San Gwann SGN 3000 Malta

Date: 30 October 2016

The Financial Reports

June 2016 – December 2017
Financial Statements for Financial Year up to 31/12/2017

Statement of Income and Expenditure for the year ended 31 May 2016

	Notes	2016 (12 months)	2015 (13 months)
Income committed in previous periods		-	100,000
Income for the year/period		460,413	445,433
Total income	2 & 4	460,413	545,433
Direct costs		(49,067)	-
Gross surplus		411,346	545,433
Administrative expenses		(346,131)	(187,302)
Other operating income	5	1,314	-
Surplus before taxation	6	66,529	358,131
Income tax	7	-	-
Surplus for the year/period		66,529	358,131
Total comprehensive income		66,529	358,131

Statement of Affairs at 31 May 2016

	Notes	2016 €	2015 €
ASSETS			
Non-current assets			
Property, plant and equipment	8	56,597	42,336
Current assets			
Trade and other receivables	9	252,628	258,249
Cash at bank and in hand	10	168,052	115,079
		420,680	373,328
Total assets		477,277	415,664
EQUITY AND LIABILITIES			
Capital and reserves			
Endowment capital		50,000	50,000
Accumulated funds		424,660	358,131
Total fund		474,660	408,131
Current liabilities			
Trade and other payables	11	2,617	7,533
Total liabilities		2,617	7,533
Total funds and liabilities		477,277	415,664

The financial statements were approved and authorised for issue by the Board of Administrators on 30 October 2016, and signed on its behalf by:

Hon. Silvio Schembri
Chairman

Mr Heathcliff Farrugia
Board member

RESPONSIBLE GAMING FOUNDATION

Foundation Administrators' Report
for the period ended 31 December 2017

Foundation administrators

The Hon. Silvio Schembri (Chairman)
Ms Carmen Nygaard
Mr George Debrincat
Mr Heathcliff Farrugia (Resigned on 15 February 2017)
Mr Chris Formosa (Appointed on 22 February 2017)

Registered address

90/91, Second Floor Psaila Street
Birkirkara BKR 9073 Malta

The foundation administrators present their report and the audited financial statements for the period from 1 June 2016 to 31 December 2017.

Principal activities

The foundation administers funds collected for the support of individuals who are affected by gaming-related problems.

Highlights of the period

The surplus for the period amounted to € 243,574 (2016: Surplus of € 66,529). During the period, the foundation's income increased, which resulted into a higher surplus. The activities of the foundation are to remain consistent in the foreseeable future.

Events after the reporting period

There were no particular important events affecting the foundation which occurred since the end of the reporting period.

Foundation Administrators' responsibilities

The foundation administrators are required to prepare financial statements for each financial period which give a true and fair view of the state of the affairs of the foundation and of the profit or loss of the company for that period, in accordance with the requirements of International Financial Reporting Standards as adopted by the EU. In preparing these the foun-

dation administrators are required to:

- adopt the going concern basis unless it is inappropriate to presume that the foundation will continue in business;
- select suitable accounting policies and apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- account for income and charges relating to the accounting period on the accruals basis;
- value separately the components of asset and liability items; and
- report comparative figures corresponding to those of the preceding accounting period.

The foundation administrators are responsible for keeping proper accounting records which disclose with reasonable accuracy, at any time, the financial position of the foundation and to enable them to ensure that the financial statements comply with the International Financial Reporting Standards as adopted by the EU. They are also responsible for safeguarding the assets of the foundation and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Independent Auditors' Report

To the Members of Responsible Gaming Foundation

Opinion

We have audited the accompanying financial statements of Responsible Gaming Foundation, which comprise the Statement of Financial Position as at 31 December 2017, and the Statement of Profit or Loss and Other Comprehensive Income, Statement of Changes in Equity and Cash Flow Statement for the period then ended, and a summary of significant accounting policies and other explanatory notes.

In our opinion, the financial statements give a true and fair view of the financial position of Responsible Gaming Foundation as of 31 December 2017 and of its financial performance and its cash flows for the period then ended in accordance with International Financial Reporting Standards as adopted by the EU.

The Financial Reports

Basis for Opinion

We conducted our audit in accordance with International Standards on Auditing (ISAs). Our responsibilities under those standards are further described in the Auditors’ Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the entity in accordance with International Ethics Standards Board for Accountants’ Code of Ethics for Professional Accountants (IESBA Code) together with the ethical requirements that are relevant to our audit of the financial statements in accordance with the Accountancy Profession Act in Malta, and we have fulfilled our ethical responsibilities in accordance with these requirements and the IESBA Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Other Information

The foundation administrators are responsible for the other information. The other information comprises the Foundation Administrators’ report. Our opinion on the financial statements does not cover the other information.

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.

In addition, in light of the knowledge and understanding of the entity and its environment obtained in the course of the audit, we are required to report if we have identified material misstatements in the Foundation Administrators’ report and other information. We have nothing to report in this regard.

Responsibilities of the foundation administrators

The foundation administrators are responsible for the preparation of the financial statements that give a true and fair view in accordance to International Financial Reporting Standards as adopted by the EU and for such internal controls as the foundation administrators determine are necessary to enable the preparation of financial statements that are free from material misstatements, whether due to fraud or error.

In preparing the financial statements the foundation administrators are responsible for assessing the entity’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 foundation administrators either intend to liquidate the entity or to cease operations, or have no realistic alternative but to do so.

Auditors’ 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 Auditors’ 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 entity’s internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the foundation administrators.
- Conclude on the appropriateness of the Foundation Administrators’ use of 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 entity’s ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors’ 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 auditors’ report. However, future events or conditions may cause the entity 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 foundation administrators 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.

Statement of Profit or Loss and Other Comprehensive Income for the period ended 31 December 2017			
	Notes	31.12.2017 (19 months) €	31.05.2016 (12 months) €
Income	2 & 4	830,761	460,413
Direct costs		(8,950)	(49,067)
Gross surplus		821,811	411,346
Administrative expenses		(581,737)	(346,131)
Other operating income	5	3,500	1,314
Surplus before taxation	6	243,574	66,529
Income tax	7		
Surplus for the period/year		243,574	66,529
Total comprehensive income		243,574	66,529

Statement of Financial Position at 31 December 2017			
	Notes	31.12.2017 €	31.05.2016 €
ASSETS			
Non-current assets			
Property, plant and equipment	8	47,800	56,597
Current assets			
Trade and other receivables	9	643,889	252,628
Cash at bank and in hand	10	83,270	168,052
		727,159	420,680
Total assets		774,959	477,277
EQUITY AND LIABILITIES			
Capital and reserves			
Endowment capital		50,000	50,000
Accumulated funds		668,234	424,660
Total equity		718,234	474,660
Current liabilities			
Trade and other payables	11	56,725	2,617
Total liabilities		56,725	2,617
Total equity and liabilities		774,959	477,277



Future Plans

Continuation and enhancement of the Education Campaign

The foundation shall continue with its Education Campaign to further reach out to students and to make people more aware of gaming addiction. The campaign can be widened to reach out more students and more parents.

Continuation and enhancement of the helping services

The foundation shall better the Call Centre 1777 through strengthening its resources. Shall build a more user-friendly website through a better chatline and enhance the land-based self-barring process.

Continuation and enhancement of the National Scale Awareness Campaign

The RGF shall continue the advertising campaign earmarked at promoting responsible gaming and that gambling should be for entertainment purposes only.

Take Action Programme

The foundation shall embark on a €1 million project financed by the European Union Social Fund. A specialised research and training programme to key stakeholders that will help society better understand problem gambling locally.



Main principle of gaming regulation in Malta:

Gaming shall be conducted in a fair and transparent manner, minors and those vulnerable are protected and gaming is kept free from crime and corruption.



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