



**EMBARGO TILL 3 JANUARY (MONDAY), 6PM**

**MEDIA RELEASE  
NCPG STREAMLINES APPLICATION FOR CASINO FAMILY  
EXCLUSION**

The National Council on Problem Gambling (NCPG) has streamlined its Family exclusion application process. Applicants may now have their family exclusion order in two weeks rather than the earlier 6-week timeline.

The new process, effective from 1 December 2010, allows FEO applicants to immediately obtain dates for the family exclusion order hearing when they call the NCPG helpline.

The previous process requires families to go through counseling and for a social report to be completed before a hearing date is fixed.

In the new process, an onsite brief counseling session is conducted by trained professionals just before the scheduled hearing. After that, the 3-member Committee of Assessors (COA), chaired by an NCPG Council Member and with help professionals and grassroots leaders as members, will proceed with the hearing to assess the application. Follow-up counseling session will be provided where required or requested.

Commenting on the new process, Mr Lim Hock San, Chairman of the NCPG says: "We want to help families to better manage the tensions and conflict from an application for family exclusion. Yet, we have also learnt that families feel an urgent need to stop problem gambling. Our revised workflow accommodates both the counseling session and the hearing on the same day."

First made available on 1st April 2009, Family Exclusion Orders (FEO) empowers family members to help problem gamblers within their family by excluding them from the casinos.

As at 31 Dec 2010, the NCPG has issued 297 Family Exclusion Orders.

## **About the National Council on Problem Gambling (NCPG)**

The NCPG was appointed in August 2005 as part of Singapore's national framework to address problem gambling. It is a council comprising 20 members with expertise in public communications, psychiatry and psychology, social work, counseling and rehabilitative services. The Council's role is to provide advice and feedback to the Ministry of Community Development, Youth and Sports (MCYS) on public education programmes on problem gambling and on the effectiveness of treatment, counseling and rehabilitative programmes; to decide on funding for these programmes; preventive and rehabilitative programmes; and on the applications for exclusion of persons from casinos. Stop Problem Gambling. Know The Line. Call 1800-6-668-668. For more information, please see [www.ncpg.org.sg](http://www.ncpg.org.sg).

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