

2025
RESPONSIBLE
GAMBLING
SUMMIT

The Responsible Gambling Summit

2025

Johannesburg, Emperors Palace

Event date

13 - 14 November 2025

Hosted by



Western Cape Gambling
and Racing Board



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The Responsible Gambling Summit

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Key Highlights - 2023

The Responsible Gambling Summit 2025 builds on the 2023 summit, which addressed responsible gambling challenges through global trends, international frameworks, and best practices. The summit emphasised a holistic approach, including policy, impact of illegal gambling on the gambling industry, stakeholder engagements and accountability, awareness campaigns, and support systems for problem gamblers as well as the challenges of the National Responsible Gambling Programme Counselling Line.

Global outlook of responsible gambling

Examined how responsible gambling is approached around the world. International frameworks, strategies, and policies that informed safer gambling practices were presented.

The responsible gambling landscape in South Africa

It looked at the overall environment, policies, and practices that should shape how gambling is managed to minimise harm and protect individuals. It touched on the laws and industry standards that should be looked at to promote safe gambling behaviour, provide support for those affected by problem gambling, and ensure gambling activities are conducted ethically and responsibly within the country.

Operationalising responsible gambling by looking at the role that each stakeholder plays, its importance in the South African context and its effectiveness.

Key areas essential for advancing responsible gambling were identified, including stakeholder roles, policy execution, awareness initiatives, harm prevention strategies, support structures, ongoing monitoring, ethical marketing practices, and technological advancements. Additionally, the significance of adhering to legal and regulatory frameworks was emphasised.

Key Highlights - 2023

The modification of gambling machines to convey responsible gambling messages in the South African context

This topic explored how responsible gambling messages on machines were clear, impactful, and understandable for diverse audiences in South Africa. This involved considering language diversity, literacy levels, cultural considerations

Best practices and new developments in problem gambling treatment in South Africa

Ensuring access to effective and culturally appropriate gambling treatment programmes across South Africa, including rural areas, was a key concern. Addressing co-morbidities, training practitioners, and raising public awareness were also important. Stakeholder collaboration and adequate funding were considered vital for comprehensive support structures.

Ethical and responsible marketing: where is the line between promoting gambling versus promoting responsible gambling

This topic examined the advertising and promotion of gambling, exploring the delicate balance between potentially encouraging individuals to participate in gambling activities and responsible gambling promotion. It discussed the ethical and responsible marketing practices of gambling operators, including ensuring that promotions do not promote unhealthy or irresponsible gambling behaviour. Operators should be mindful of not exploiting vulnerable individuals and misrepresenting gambling as a life-changing opportunity. Instead, the focus should be on making messages about gambling's addictive nature clear and providing information on responsible gambling, support services, and potential harms. Marketing efforts should avoid glamorising excessive play and ignoring the risks associated with gambling. The impact of the positioning of the National Responsible Gambling Programme Counselling Line on the provisions of gambling disorder related services.

Objectives and Expected Outcomes

The Summit aims to assemble an inclusive and diverse gambling industry voices and participants, consisting of gambling operators, regulators, policymakers, researchers, advocacy groups, and community representatives:

- ▶ To deliberate openly on current challenges facing the gambling industry, share innovative solutions, and collectively agree on best practice models for promoting responsible gambling practices on South Africa.
- ▶ Formulate actionable resolutions that translate into concrete stakeholder commitments, with progress tracked and reported at subsequent biennial Summits.
- ▶ Advocate for legislative and regulatory reforms designed to strengthen and harmonise responsible gambling standards.
- ▶ Encourage deeper collaboration and partnership between operators, regulators, and community organisations to promote safer gambling environments.

Champion the development and adoption of the National Responsible Gambling Framework, with expected outcomes including:

- ▶ Establishing consistent national benchmarks and best practices for gambling.
- ▶ Enhancing the effectiveness of harm prevention programmes through a unified national approach.
- ▶ Ensuring transparency and accountability in the implementation of the National Responsible Gambling Programme
- ▶ Facilitating regular monitoring, evaluation, and public reporting on progress and outcomes under the Framework.

Themes and Topics

1. Understanding Gambling Behaviour and other Psychological disorders

- ▶ Applying the Social Cognitive Model to analyse gambling habits and other Psychological disorders.
- ▶ The intersection between gambling, mental health, substance abuse, and other addictions.
- ▶ Impact of advertising on gambling behaviour and associated harms.
- ▶ How can cognitive distortions and irrational beliefs contribute to persistent gambling and escalate problematic behaviours?
- ▶ How does trauma and adverse life experiences contribute to vulnerability, coping mechanisms, and gambling disorders due to past emotional distress or unresolved trauma?

2. Obstacles to Effective Responsible Gambling Implementation

- ▶ Are current gambling regulations effectively protecting vulnerable groups?
- ▶ How can responsible gambling be implemented in rapidly evolving digital environments?
- ▶ The blurred understanding of responsible gambling and problem gambling
- ▶ The growing influence of online betting advertisements and their impact on gambling behaviour.
- ▶ The rise of sports sponsorships and their link to increased gambling.
- ▶ Do we need advertising Norms and Standards to effectively communicate on responsible gambling and problem gambling

3. Innovation, Technology, and Responsible Gambling

- ▶ The Role of Artificial Intelligence in detecting and responding to gambling disorders.
- ▶ Gambling in the Digital Era: Emerging risks and how to mitigate them.
- ▶ Future Trends: The impact of virtual reality, eSports betting, and cryptocurrency gambling.
- ▶ Responsible Gambling Innovation: Developing sustainable harm-minimisation programs and effective countermeasures against online betting marketing strategies.
- ▶ Exploring alternatives to excessive gambling and ensuring responsible gambling initiatives remain visible and effective.

4. Regulation, Policy Development, and Compliance

- ▶ Strengthening responsible gambling policies amid the rapid growth of online betting.
- ▶ Mandatory Contributions: Should gambling operators be required to allocate a percentage of their revenue towards responsible gambling initiatives?
- ▶ Responsible Marketing Practices: Adhering to regulations on advertising and promotions to prevent targeting vulnerable populations.
- ▶ Auditing & Reporting: Establishing national standards for measuring the efficiency of responsible gambling programs.
- ▶ Exploring legal requirements for operators to implement harm reduction measures, including bet limits and intervention protocols.

5. Gambling and Vulnerable Populations

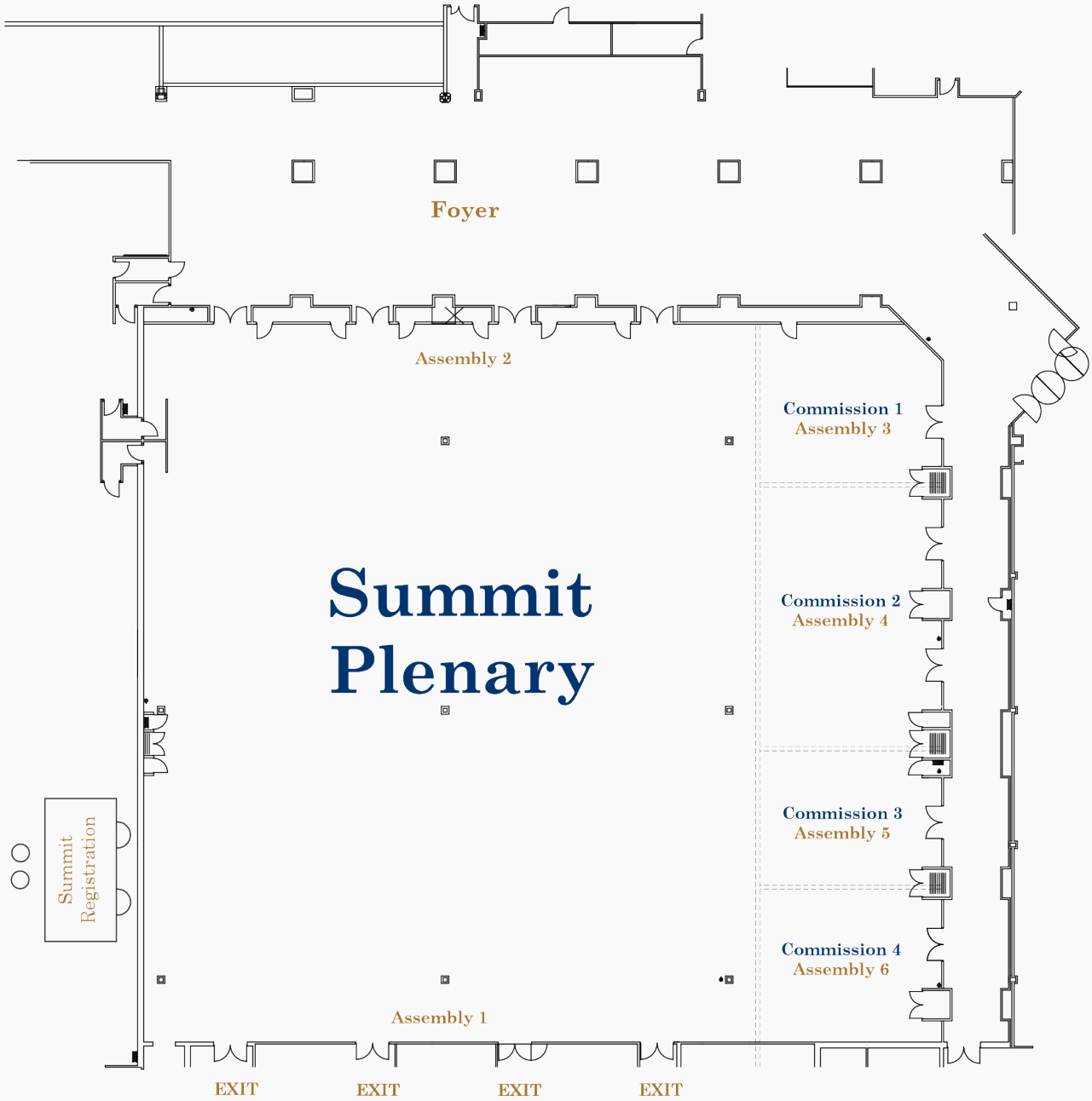
- ▶ Tailored responsible gambling strategies for youth, seniors, women, and individuals with cognitive disabilities.
- ▶ Mitigating the impact of gambling in socially and economically disadvantaged communities.
- ▶ The role of regulators in addressing online betting advertising influence on vulnerable groups.
- ▶ Ensuring responsible gambling initiatives cater to individuals with mental health concerns or cognitive impairments.

6. Promoting Responsible Gambling: Current Strategies and Best Practice Models

- ▶ What are the most effective current strategies for promoting responsible gambling, and how can South Africa position itself in relation to these strategies?
- ▶ Which best practice models exist in responsible gambling to support the identification and assistance of at-risk or problem gamblers?
- ▶ In what ways can collaboration between regulators, industry operators, and advocacy groups strengthen responsible gambling initiatives?
- ▶ What insights can be drawn from international case studies on responsible gambling, and how might these inform future policy and practice?

Guest Pre-Registration

Wednesday, 12 November 2025



**Venue: Assembly 1 and 2
The Convention Centre**

07:30 - 08:00

Registration and Refreshments

08:00 - 08:10

Opening and Start of the Summit

Programme Director: Ms Zoe Siwa

08:10 - 08:20

Welcome and Opening Remarks

Adv Joe Nalane SC, Board Chairperson

The South African Responsible Gambling Foundation

08:20 - 08:30

Message of Support

Mr Sanele Zondi

Secretary- General

Technical & Vocational Education and Training Colleges Governors' Council

08:30 - 09:00

Keynote Address: the dtic

Guest Speaker

Dr. Pali Lehohla: Former Statistician General of StatsSA

Presentations on the South African Gambling Landscape

09:00 - 12:00

09:00 - 09:35

Understanding the socio-economic impact of sports betting and technological advancements.

Mrs Sibongile Simelane-Quntana, Executive Director

The South African Responsible Gambling Foundation

09:35 - 10:05

National Socio-Economic Impact Study

Ms Yvonne Gwenhure, Senior Manager: Strategy and Organisational Performance

National Gambling Board

10:05 - 10:30

The South African Gambling Industry Financial Performance

Mr Lungile Dukwana, Acting CEO

National Gambling Board

10:30 - 11:15

Promoting Responsible Gambling: Current Strategies and Best Practice Models

Ms Elizabeth Lusk: Chief Strategy Officer

GREO Evidence Insights

11:15 - 11:30 Tea Break

11:30 - 12:00

Effects of illegal unlicensed operators on the South African Gambling Market

Mr Sean Coleman: CEO

South African Bookmakers Association

Panel Discussions and Presentations

12:00 - 17:00

12:00 - 12:45

Understanding Gambling Behaviour and other related psychological disorders

Moderator: Dr Sealanyane Simon Mothapo, Psychiatrist
Three Leaves Clinic

Speakers

- ▶ Mr Anele Siswana: Clinical Psychologist
 - ▶ Mr Oscar Bishop: Person in recovery from Gambling Disorder
A Member of the NRGP Support Group
 - ▶ Ms Lucricia Nkambule: Social Worker
NRGP Treatment Professional
 - ▶ Ms Nyanisa Gqwede: Counselling, Treatment and Social Services Manager
The South African Responsible Gambling Foundation
-

12:45 - 13:30 Lunch Venue: Galleria

13:30 - 14:15

Regulation, Policy Development, and Compliance

Moderator: Adv. Themba Ngobese: Executive Regulatory Services,
Gauteng Gambling Board

Speakers:

- ▶ Ms Tsholofelo Shale: Gambling Law and Policy, Regulatory Policy and Legislation,
The Department of Trade, Industry and Competition
- ▶ Mr Makashule Gana: Member of Parliament and gambling industry reforms advocate
- ▶ Mr Tobias Chance: The dtic Parliamentary Portfolio Committee Member
- ▶ Mr Robin Bennett: Head of Regulatory Compliance
Western Cape Gambling and Racing Board
- ▶ Ms Gail Schimmel: CEO
Advertising Regulatory Board
- ▶ Ms Zandile Dlamini: Legal and Compliance
Hollywoodbets

14:15-15:00

Innovation, Technology, and Responsible Gambling

Moderator: Mrs Sibongile Simelane-Quntana, Executive Director
The South African Responsible Gambling Foundation

Speakers:

- ▶ Ms Miranda Guliashvili: Head of Regional Growth
SOFTSWISS
 - ▶ Ms Nto Vinkhumbo: Manager for Innovation and Research
KwaZulu-Natal Economic Regulatory Authority
 - ▶ Mr Shelton Pagiwa: Chief Technology Officer
National Gambling Board
 - ▶ Ms Samantha Berry: Vice President, Sportradar's Integrity & Regulatory Services
Sportradar
 - ▶ Mr Manuele Carra: Chairman & CCO
iSolutions
 - ▶ Mr Wayne Lurie: Gambling Regulatory Attorney
Lurie Inc. Attorneys
 - ▶ Mr Zuko Phandle: Manager Audit and Compliance
Eastern Cape Gambling Board
-

15:00-16:15

Presentations: Gambling and Vulnerable Populations

Ms Sonia Maphosa: Assistant Manager, Social Services

The South African Responsible Gambling Foundation

Mitigating the impact of gambling in socially and economically disadvantaged communities.

Dr Mandu Selepe: Clinical Psychologist

National Responsible Gambling Programme Treatment Professional

Logotherapy : Finding meaning in the era of Financial adversity

Mr Sthembiso Khanyile: President of the TVET Colleges and Governors' Council

Gambling and its impact on teaching and learning in tertiary institutions

16:15-17:00

Obstacles to Effective Responsible Gambling Implementation

Moderator: Mr Lebogang Seoheng: Advocacy & Communications Manager

The South African Responsible Gambling Foundation

Speakers:

- ▶ Mr Sgwili Gumede: Chairman, **Sport Industry Group Africa**
- ▶ Mr Luvuyo Tshoko: Strategic Services Manager, **Eastern Cape Gambling Board**
- ▶ Mr Nkoatse Mashamate Chief Compliance Officer, **National Gambling Board**
- ▶ Mr Justice Ditlhong: Senior Compliance Manager, **SuperSportbet**
- ▶ Ms Clarissa Naidoo: Communications Manager, **KZN Economic Regulatory Authority**

17:00

Day One Key Highlights and Programme Closure

Ms Zoe Siwa

Programme Director: Mr Themba Marasha

08:30-09:00

Presentation: Understanding the cost of treating gambling disorders

Mr Witness Saurombe: Corporate Services Manager

The South African Responsible Gambling Foundation

09:00-11:00

Breakaway Commissions:

Towards a National Responsible Gambling Framework

Commission 1: Promoting Responsible Gambling: Current Strategies and Best Practice Models ■

Commission Leads: Ms Elizabeth Lusk and Ms Zoe Siwa

Commission 2: Regulation, Policy Development, and Compliance ■

Commission Leads: Mr Robin Bennett & Mr Nkoatse Mashamaite

Commission 3: Innovation, Technology, and Responsible Gambling ■

Commission Leads: Mrs Sibongile Simelane-Quntana & Ms Miranda Guliashvili

Commission 4: Obstacles to Effective Responsible Gambling Implementation ■

Commission Leads: Mr Lebogang Seheng & Ms Pumeza George

11:15 - 13:15

Commissions Plenary Presentations

The Commission Leads Report Back high-level feedback on each commission

Commission 1: 11:15 - 11:45 ■

Commission 2: 11:45 - 12:15 ■

Commission 3: 12:15 - 12:45 ■

Commission 4: 12:45 - 13:15 ■

13:15

Programme closure and the way forward

Mr Caleb Mabaso

13:30-14:30 Lunch



The Responsible Gambling Awards & Gala Dinner Programme



Programme Director: Mr Caleb Mabaso

Item	Time
Arrival Drinks	17:00 – 18:00
Guests are ushered and seated	18:00 – 18:30
Welcome and Opening Remarks	18:30 – 18:45
Buffet Dinner	19:00 – 20:00
Responsible Gambling Awards	20:00 – 22:00
Vote of Thanks	22:00 - 22:10
Entertainment and networking	22:10 – 00:00

The Responsible Gambling Awards 2025 Categories

Best Regulatory or Industry Collaboration

This category awards the most effective collaboration between regulators, operators, and other stakeholders in promoting responsible gambling. Examples might include joint initiatives or the development of industry-wide standards for player protection between November 2024 to August 2025

Best Responsible Gambling Public Awareness Initiatives

This award shines a spotlight on fresh and promising programmes by regulators that have made a significant impact in a short amount of time, implemented between November 2024 to August 2025.

Best Responsible Gambling Regulator Messaging in Advertising/Marketing/PR Campaign

This award celebrates impactful, responsible gambling messaging by a regulator in advertising, marketing, or public relations campaigns.

Best Responsible Gambling Operator Messaging in Advertising/Marketing/PR Campaign

This award celebrates impactful responsible gambling messaging by an operator in advertising, marketing, or public relations campaigns.

Player/Punter Protection Initiative of the Year

This award honours programs, policies, or tools that focus on safeguarding players' /punters' well-being, such as:

Implementation of player/ punter protection measures

Tools for identifying at-risk players

The Recognition Awards honour and recognise exceptional efforts and contributions to responsible gambling across the industry.

Emerging Operator Champion for Responsible Gambling Training

Recognises new/emerging operators who proactively embraced responsible gambling training.

Consistent Training Engagement Award

Recognising long-term and sustained participation.

Responsible Gambling Commitment Above Licence Conditions

Awarded to a Licensed operator/s who are committed to Responsible Gambling, making contributions towards the National Responsible Gambling Programme capped at 0.1% of the industry's Gross Gambling Revenue (GGR) (i.e., money staked less money paid out in winnings) through their licence on conditions. This award celebrates proactive, responsible gambling initiatives and campaigns by gambling and betting operators over and above their 0.1% contribution through their Corporate Foundation's or CSI division's grant funding.

Excellence in Gambling Disorder Treatment and Support

This category acknowledges those providing counselling, treatment, recovery support, or mental healthcare resources for individuals affected by Gambling Disorder.

- ▶ Inpatient Admission Support
- ▶ Treatment Professionals: 5–10 Years of Service
- ▶ Internal Treatment support by Treatment Professional from 1 April 2024 – 31 March 2025
- ▶ External Treatment support by Treatment Professional from 1 April 2024 – 31 March 2025
- ▶ National Responsible Gambling Programme Support Group Members in Remission

Gambling Industry Employee Assistance Programme Award (EAP)

The Employee Assistance Programme (EAP) is a workplace benefit that assist employees in overcoming workplace motivators and triggers that may lead to gambling. It also supports employees' overall mental health and well-being. Additionally, the EAP provides confidential treatment to employees affected by the negative consequences of disordered gambling.



Get In Touch

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