

PROBLEM GAMBLING

NATIONAL COORDINATION SERVICE



Ehara taku toa i te toa takitahi, engari he toa takitini
The strength is not of the individual but of the collective

Issue Ten | March 2011

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Michelle O'Loughlin, National Coordinator, Problem Gambling National Coordination Service

Tena Koutou Katoa, Welcome and Warmest Pacific Greetings!

Firstly I would like to recognise the terrible tragedy caused by the earthquake in Christchurch. Our prayers are with everyone in Christchurch and wider Canterbury who have been impacted by the devastating earthquake. It is very reassuring to see the support coming from all around New Zealand and overseas as the city struggles with the reality of massive damage and more deaths as they are confirmed. Relief and welfare agencies are aware of the enormity of the physical, personal and psychological damage as time marches on. The thought of coping in these circumstances for an extended time is overwhelming.

I know we are all extremely thankful to everyone who has gone to Christchurch, including many of our problem gambling service providers & colleagues in Christchurch and from around New Zealand, who are helping in this terrible time. We are thankful for all the dedicated and hard work happening in Christchurch and to everyone who are doing all they can to meet the needs of those who are suffering so very much as a result of this second and most severe earthquake. There are many moving and emotional stories, most of us have family and friends who are affected and the people of Christchurch will need our continued support for some time to come.

Being part of the Salvation Army I have witnessed the huge effort the people of New Zealand have made and continue to make, and our deepest sympathy and sincerest wishes go out to the people of Christchurch.

The National Coordination Service has successfully hosted the National Pacific Provider Forum in February and will host the National Provider Forum in May, followed by the National Asian Provider Forum in July. Planning is well underway for both upcoming forums. This year an organising committee was nominated by the problem gambling providers to ensure the three day National Provider Forum met the needs of the providers. There have been several meetings with lively and constructive discussion and a programme is being finalised. A new addition to this programme is an 'Awards Night'. There is a lot of great successful work being done in the problem gambling sector and we thought it was time to recognise this. This night will be a night to get together, to celebrate and thank everyone in the sector for all the dedication, passion

This newsletter is bought to you by the Problem Gambling National Coordination Service; a Ministry of Health Contract being delivered by The Salvation Army in partnership with The University of Auckland's Centre for Gambling Studies.

The views and opinions expressed in this newsletter do not necessarily represent those of the above parties.

From the Desk

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and hard work by all. It should be a fun, relaxing night. It will be impossible to single out everyone and therefore we have called for nominations to highlight just a few of the many deserving people and great initiatives that have taken place within the last contractual period. Planning has also begun on the National Maori Hui which is to be held in October in Invercargill, there is information on this hui in the newsletter.

I would like to thank all the providers and stakeholders for their continued support of the National Coordination Service, the upcoming forum and hui and the national quarterly newsletter. Especially at this time when a lot of problem gambling service providers and staff are so busy with their involvement in the work being carried out in Christchurch. It is difficult to carry on with every day tasks knowing how impossible and difficult day to day life is for everyone in Christchurch. Through the newsletter we can continue to share and support each other and we have included a couple of articles on Christchurch to share with you.

Ma te Atua me te Wahi ngaro tatou e tiaki e manaaki.

May God and the origins from which all things come from, bless and keep us.

General Interest...

My Experience in Christchurch

**Rachel Hamilton,
The Salvation Army – Oasis Centre, Tauranga**

Feb 22nd 2011 2.00pm - I heard the news from a distraught colleague that Christchurch had been hit with a devastating earthquake. From that moment on, my eyes and ears were glued to the TV, internet and radio. I felt guilty that I couldn't get away from this devastation, that I was getting something out of watching these traumatised people. It was confusing to feel so glued to such a sad and awful tragedy, yet I couldn't bring myself to switch it off.

Working as a staff member for The Salvation Army Bridge and Oasis Programmes, I heard rumours of people being asked to volunteer. I thought about it a lot and asked my 10 year old son how he would feel if I volunteered. He was excited with the prospect of spending time with friends if I had to go away, so I put my name on the list, stating I would go in the middle to end of March, hoping by then that the aftershocks may have settled.

Friday 25th Feb, 3.50pm - my instant message screen flashed with a message from my boss asking if I could go tomorrow. My heart started pumping faster and butterflies grew in my stomach. I phoned my friends, they volunteered their support by babysitting and I confirmed with my Manager that I would go. From that moment on I didn't listen to the radio, watch TV, or the internet. I wanted to be in denial of the aftershocks and what I was going into.

Saturday 26th March, 5.30am - I awoke to my alarm. I had not slept much at all. I was very nervous but also excited and honoured that I could lend a hand. The well wishes and support I was receiving via text and social networks was overwhelming, I was amazed at how much people wished they could be in my shoes.

Flying into Christchurch I could not see any devastation, driving in, I was wondering where the damage was. Later that afternoon I was in a van that had to go into the CBD. The devastation around me was unbelievable. What my eyes were seeing was incomprehensible. I had seen it on TV but to see it first hand was beyond anything I had ever seen. Knowing there were loved ones still buried and trapped in that rubble.

We got to the Arts Centre eventually, after many detours around the cordons. This was a thriving centre of energy. Rescue teams, police, and media - it was a buzz of work and people. It seemed like they'd always been there waiting for this to happen. It was very well set up and the organisation was amazing.

From here I ended up at a welfare Centre in Burnside. Next to this was a hall where families and friends of lost ones, the bereaved, were being briefed by the police, rescue teams and more. To walk into a room full of people suffering so much was horrendous. The grief and sadness just filled the air. But again there were those bright yellow fluoro vests with The Salvation Army Shield branded across them.

One thing I noticed is that whenever I was wearing my vest, people smiled and approached me with great relief, and you could feel a real sense of confidence in them that we were there. The Salvation Army Shield comes with so much respect and kindness that people treat you in such a different way.

Continued from page 2...



The devastation around me was unbelievable... I had seen it on TV but to see it first hand was beyond anything I had ever seen.



From here there were twice daily briefings, and lots of hot meals prepared by people just wanting to help. I spent 3 days in Lynwood in a welfare centre. The people queuing to be seen just never seemed to end.

Each day came with more sad stories, but also came with beautiful amazing people wanting to give and help in any way they could. One example was two girls, from the Hawkes Bay, who had flown down on Friday night at their own expense. They had then hitch-hiked from the airport and spent two days working so hard at the welfare centre. We really noticed a huge gap when they left on Sunday afternoon to hitch back to the airport and go back to work on Monday.

Another beautiful thing was a TRUCK LOAD of baking that arrived from Wellington. Wellington had done a bake-off for Christchurch. There were all these beautiful containers with hand written or typed notes, sending their love and best wishes. There were chocolate brownies,

afghans, fruit loaves, peanut brownies - you name it they were there. Some were in ice cream containers and some were in gorgeous cake tins. I was the lucky lady that got to hand them out that day and the joy and gratitude on the people's faces was absolutely incredible.

Our days were extremely long, often starting at 5.30am and leaving after dinner and briefing at 7-7.30pm. We would then pile into vans and travel to our accommodation - which was a long drive for some. The roads were very bumpy, dusty and each day the routes would change. We all looked tired and worn out but the jokes would flow; sometimes the tears would flow as well.

I have never worked such long days and felt so tired ever!! People had said five days is enough and on day one & two I was beginning to see what they meant. But on day five I knew it. I had had enough!!! I was physically and emotionally exhausted.

In between all of the above were the aftershocks, they were so scary!! I found myself on edge waiting for the next one. I was constantly reminding myself that in five days I got to leave that place. The people who lived there had been living with aftershocks since September. The pain and trauma was etched in their faces each time an aftershock hit. The Salvation Army are doing a fantastic job!!! It's an honour and a privilege to be part of that experience.

For further information please contact Rachel Hamilton via email: rachel_hamilton@nzf.salvationarmy.org

Interventions...

Update on PGF Christchurch

The PGF Christchurch office situated in Durham Street is currently closed after the devastating earthquake that struck the city on Tuesday 22 February.

Staff have moved into temporary premises in Odyssey House, Level one, 98-100 Greers Road, Burnside. This building is in an area that was mostly unaffected by the earthquake. It is still uncertain how long PGF staff will be there as it depends on access and the structural integrity of the building in Durham Street. This is complicated by the proximity to the Copthorne Hotel which has been deemed unstable and may need to be pulled down.

Phone calls are currently being diverted to the Wellington office and with the support of other PGF staff, all clients have been contacted. People are being advised to phone 0800 664 262 for assistance.

Most importantly, all the Christchurch team are well and coping with the extremely difficult circumstances.

Clients are reported as doing well and have been offered support via phone and home visits.

Our thoughts are with our Christchurch team and with everyone that has been affected by the earthquake.





Mandy Scott

mandy.scott@pgfnz.org.nz

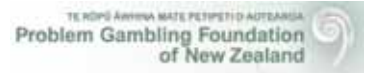
Problem Gambling Library

www.pgfnz.org.nz/library

128 Khyber Pass Road

Hours: Mon – Fri 8:30 – 4:30

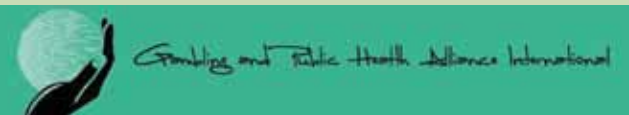
Resources/Public Health...



New Librarian at the Problem Gambling Foundation

Mandy Scott is the new Research Librarian at the Problem Gambling Foundation. Mandy has 15 years experience in a large variety of libraries. She has worked in a TV library, a radio library, and a massage college library (where she was the most relaxed librarian in the country!). Mandy also has a great deal of experience in public, academic and specialist research libraries. She recently completed a Master of Information Studies degree.

"I am looking forward to continuing the great work Glenda has done in setting up and nurturing the PGNZ library service. Already I have had messages from overseas researchers and public health specialists saying what an inspiration both PGF and the PG library are. The library is free and open to all, and I would like to encourage all workers in the sector to use us. Our catalogue is online, so you can request articles and reports and have them delivered to your inbox, usually the same day. Or you can come and visit us and use our large collection of books and resources"



Gambling and Public Health Alliance International

Another role Mandy has taken over from Glenda is that of Secretariat of GAPHA. The Gambling and Public Health Alliance International (GAPHA) is an international coalition of groups and individuals which seek to develop and promote best practice policies, programs and strategies that are effective in reducing gambling harm internationally. The GAPHA website is just about to be re-launched and will feature an online forum where members can share stories and strategies for eliminating gambling related harm from a public health perspective. There is also a news blog which is updated daily and aggregates all the current international news stories related to gambling fresh off the press. Check us out now and also after we re-launch.

www.gaphai.org



Putting the 'Fun' Back Into Fundraising

The PGF fundraising tips booklet has been receiving excellent press-coverage in the local papers. This has led to strong demand for them, so we are in the process of organising a professional print run. The booklet urges people working with community groups to think about where pokie money is really coming from and how it undermines all the good work they are actually doing in the community. The booklet is 36 pages long and jam-packed with fun and creative ideas for community fundraising... like the young men from Orakei Water Sports who organised a Ladies Pamper Day at a local beauty salon!

Have a look at the booklet online in the 'latest news' section on the library page www.pgfnz.org.nz/library

Alternatively, if you would like a printed copy e-mail Mandy at mandy.scott@pgfnz.org.nz

PGF Welcomes Nita Ropata Riki

PGF welcomes Nita Ropata Riki in the role of Health Promoter based in Auckland.

Nita comes to PGF with a background working in Public Health, at the not for profit organization, Otara Health Charitable Trust. She was once an employee working as the Community Development Projects Manager and then held the role of Board Chair for a period of three years with the organisation. Her most recent employer, Kokiri Te Rahuitanga Charitable Trust, is a Maori MSD

Service Provider in Residential Care. Nita's roles evolved with the development of the service from Operations Manager/ Financial Programme Coordinator to Whanau Navigator.



She has been a resident of Otara for over 45 years and continues to support local community groups and activities.

Interventions...



Agencies Working Together Provide Better Service for Clients

A new joint agency initiative is being piloted by the Gambling Helpline and the Problem Gambling Foundation. Until recently Problem Gambling Foundation afterhours calls had been directed to a call centre which took down the callers details and arranged for PGF to contact them the next day to arrange an appointment. If the call centre identified a caller as in crisis, the call was immediately transferred to either the Gambling Helpline or the Police, depending on the situation.

Problem Gambling Foundation afterhours calls now no longer go to the call centre but are being transferred to the Gambling Helpline, which offers a 24 hour service. The benefits for clients are twofold. Firstly, all calls are answered by an experienced problem gambling counsellor, so if they wish, clients can now receive support for their immediate concerns. Secondly, the Gambling Helpline will be able to make appointments for callers to see a PGF counsellor. Experience making bookings by 3-way calls during normal working hours has shown that it is often easier for the client if the person with whom they have built a rapport is able to make an appointment at the time of the call. This will now be possible 24 hours.

The initial pilot involves trialing the online booking system using one PGF counsellor's diary; the expectation being to eventually expand nationwide. Whilst it will take time for counsellors from both organisations to become confident working together in this manner, it is in reality only a more

efficient version of the very successful time slot booking system that the Gambling Helpline operated many years ago in conjunction with PGF Auckland, Christchurch and Oasis Dunedin.

The disruption to services caused by the Christchurch earthquake has precipitated another co-operation between agencies. The national Alcohol Drug Helpline was located in the Christchurch CBD; fortunately all staff escaped injury but their premises are marked for demolition. Shortly before 9 am on the morning following the earthquake, the A + D manager asked if the Gambling Helpline would agree to take their calls. Although they do not fund the A + D line, the MoH readily agreed to the Gambling Helpline providing this support.

The A + D line begins operation at 10 am daily. Within an hour the telephone company had redirected A+D calls to the Gambling Helpline's 0800 number, arranged identification of incoming calls on the phones so counsellors would know what type of call they were answering, voicemail messages had been changed, a template designed so the call information A + D required could be recorded and counsellors briefed on what to expect. By 10 am the Gambling Helpline was ready to take the first A + D calls of the day. Counsellors have adapted well to the considerably increased workload and all at the Gambling Helpline are glad that their organisation can provide this support to another agency in their time of need.

PGF - Asian Family Services – The Story



Asian Services at the Problem Gambling Foundation has undergone considerable growth and development over the past twelve years.

Starting with only three part-time staff, a telephone service was provided in Mandarin, Cantonese and Korean to Asian communities in Auckland.

The telephone service has developed into a nationwide free Asian Hotline operating from 9am to 8pm Monday to Friday (0800 TO BE HAPPY or 0800 862 342).

National service centres were established providing free, professional and confidential face-to-face counselling in five major cities in New Zealand - Auckland (1998), Christchurch (2003), Hamilton (2004), Wellington (2005) and Dunedin (2006). Prison visits started in Auckland in 2002 and Christchurch in 2003. Client numbers have steadily increased.

Over the years, Asian Services recognised the need to change the focus from the problem gambler to include others that were being significantly impacted by the gambler's behaviour such as family, friends, employers and employees.

The reason for this change was that most of the problem gamblers would not seek help; they were either in the denial stage or feeling shameful and afraid to seek help. It was found useful to help the family members protect themselves; deal with their emotional issues, work with them to develop strategies to cope, improve their communication skills and relationships, and, ultimately, to encourage and support the gamblers to seek help.

Asian Services is the only funded “for-Asian, by-Asian” gambling service provider in New Zealand. Currently the service has staff from different ethnic backgrounds and offers information, education and support in several languages – Cantonese, Mandarin, Korean, Vietnamese and Thai. An interpreter can be provided for other languages.

A non-medical model approach has been gradually developed by Asian Services. Problem gambling is not viewed as an illness, addiction or mental health issue, but a behavioural issue. Clients are empowered to help themselves to overcome their gambling behaviours. The service uses an integrated approach, merging clinical services with public health services, with staff working in dual roles.

As part of its work with the Asian community and clients, Asian Services has formed a consumer voices group and a self-help group of clients who have completed counselling but still want support.

In 2010, in response to considerable demand, Asian Services expanded and now provide support to the Asian community on a broader range of family issues including needs assessment, budgeting advice, education and community development, peer support and problem gambling. This new ‘one stop shop’ service, Asian Family Services, was officially launched at a special event on 29 October 2010.

Asian Family Services – Together enriching lives

Workforce Development...



INTERNATIONAL GAMBLING CONFERENCE

Ma te kōrero ka mōhio, Ma te mōhio ka mārama,
Ma te mārama ka mātau, Ma te mātau ka ora

4th International Gambling Conference 2012

Cynthia Orme, Problem Gambling Foundation of
New Zealand

Planning is well underway for the 4th International Gambling Conference being held at Auckland's Crowne Plaza Hotel, 22-24 February 2012.

The conference will once again be hosted by Hapai Te Hauora Tapui Maori Public Health, the Gambling and Addictions Research Centre at Auckland University of Technology (AUT) and the Problem Gambling Foundation of New Zealand.

We are very pleased to announce that a dedicated conference website is currently at the final stages of development. Delegates will be able to register online, find out about the conference and get accommodation and travel information. We hope the website will be live within the next few weeks.

A new conference logo has also been developed (pictured above). Rather than creating separate logos for each conference, this logo will be a visual representation for the upcoming conference in 2012 and the International Gambling Conferences that take place in the future. The three koru or spirals on the conference tohu symbolise all the work that problem gambling services have undertaken in the past, are presently carrying out, and will continue embarking on in the future to prevent gambling harm.

Additionally they symbolise the relationship between the three conference organising partners.

The outside kowhaiwahi or pattern on the tohu represents the mangopare or hammerhead shark, which for Maori is a symbol for strength, resilience and determination. Such a symbol fits well with the qualities needed by all problem gambling researchers, policy makers, public health workers, clinicians, communities, indigenous peoples, iwi, hapu, whanau/families to overcome problem gambling both at a local and a global level.

4th International Gambling Conference 22-24 February 2012 – Diary the dates now!

Anyone wanting to join the conference database and receive regular updates and information, please contact Cynthia Orme by email: cynthia.orme@pgfnz.org.nz

CASTING THE NETS: He Whakatauki

“Ka pute rua hao te rangatahi” The old net is cast out and the new net is brought in

Te Rangihaeata Oranga Trust

This article is a follow on from the presentation by Te Rangihaeata Oranga Trust at the National Problem Gambling conference in 2009, about laying the whariki and utilising the 'casting of the nets' whakatauki when working in the community.

Recently we had the opportunity to engage with whanau in Flaxmere, an area with a high Maori and Pacific Island population, well known as a low socio-economic area. This is an outward working example of 'casting the old net and the new net being brought in', about knowing our target audience, and using the right resources and korero from our kete.



Te Rangihaeata Oranga Trust tent being well patronised at the Flaxmere Festival



Plenty of fun in the sun



Flaxmere Festival 2011

Fun, free family entertainment and showcasing positive role models was the focus of the second annual Flaxmere Family Festival event held at Flaxmere College on Saturday, 12th March 2011. This year the entertainment line-up included nationally acclaimed Pacific Island

comedy act “The Laughing Samoans” as well as local cultural groups, and performers that took the stage throughout the day. The festival is a way to showcase local talent, while giving young people positive role models and providing whanau with a way of joining together in celebration. The festival came together in a spirit of co-operation, with many interesting and interactive stalls, including the combination and collaboratively working Health Promoters from different services like IRD Working for Families, CYPFS, Irongate Kindergarten and Te Taiwhenua Heretaunga, Te Rangihaeata Oranga Trust, Sport Hawkes Bay, Salvation Army, and Flaxmere Licensing Trust to name a few. ‘Working the Nets’ at this Community event, gave TRHOT an opportunity and a safe foundation for talking and working with whanau that approached our stall for information around gambling.

Another part of our health promotion process is around prior planning and ensuring our activity is aligned with the objectives set out by the Gambling strategy and our contract for services.

Supportive Communities: People live in communities that provide strong protective factors and support individual and family resiliency. Maori families are supported to achieve their maximum health and wellbeing through minimising the negative impacts of gambling: Te Rangihaeata Oranga Health Promoters interact with the Consumer providing P/G information, education and resources (problem gambling bags, presentation packs, brochures), signed registrations. Photos of the event for evidence.

Aware Communities: Agencies, communities, families and individuals are aware of the range of harms that can arise from gambling: Te Rangihaeata Oranga Trust Health Promoters interact with the Consumer providing information around the service we provide for a Problem Gambler or Whanau affected by someone else’s gambling.

Effective Screening Environment: All people at risk of experiencing harm from gambling are identified as early as possible and are supported to access appropriate problem gambling intervention services: Te Rangihaeata Oranga Trust Clinicians interact with the Consumer around the problem gambling screening process through using our ‘Health Passports’ that have been designed for Expo’s.

Public Health/Interventions...



In November 2010, after the conclusion of an open tender process, the Ministry of Health approached two organisations and proposed a partnership for the delivery of the Dedicated Pacific Problem Gambling Service for the Greater Auckland region. The two organisations were Raukura Hauora O Tainui Trust (Raukura) and South Seas Health Care Trust (South Seas).

It would be fair to say that in those early days of negotiation, the arrangement was looked on by us both as a 'forced marriage'! Nevertheless, the benefits of collaboration were clear, we both brought different and complementary strengths to the table and we definitely had a shared passion and vision to help our people and communities.

From that point it was game on! And 'Pasifika Ola Lelei Services' was born. Commitment to the partnership by both Raukura and South Seas resulted in a seamless and rapid establishment phase and the service has been developed in true partnership since. A significant step for the team was the public recognition of our partnership and new service at the Pacific Fono recently held in Auckland.

All contract and planning milestones were achieved on time including recruitment, orientation and training of the team in February which comprises two Intervention

staff employed by Raukura and two Public Health staff employed by South Seas. Some key learning's that strengthened this critical process included:

- Combined senior management support throughout
- The agreement and early appointment of one Team Leader for the whole team
- Where possible, recruitment of staff was undertaken by a panel from both organisations
- Team orientation included time spent being orientated into each others organisations
- Training and networking piggy backed off Te Piringa, Raukura's existing problem gambling service

The Pasifika Ola Lelei team started attending community events late February and received its first referrals before the end of the month. Currently a Pasifika Advisory Committee is being appointed to provide advice, guidance and support to the team over the next 3 years.

We think the Ministry have been innovative in their approach to this contract. Sharing our collective knowledge, skills and experience to develop the service has been great. We believe we have a stronger service and team for it which will ultimately benefit our clients. This was enabled primarily by our commitment to our relationship and attitude to remain open and integral with each other. It has been an exciting and enjoyable journey thus far and we are looking forward to growing our service. We want to make a positive difference in the lives of Pacific people and our communities and to make a valuable contribution to the Problem Gambling sector.



**Raukura Hauora O Tainui
Health Practitioners**

47 Druces Road, Manukau
(09) 263 8040 ext 757



Public Health Promotion

31 East Tamaki Road
(09) 278 2694

Workforce Development...

A Brief Report on the Impact of the Christchurch Earthquake

Abacus Counselling Training & Supervision Ltd

With all the damage that has occurred in Christchurch, and more recently in Japan, the relevance of problem gambling seems somewhat minimised. However, in the effort to again establish normality, and all the problems that accompany this, we make the following comments and observations.

Abacus has had a presence in Christchurch since shortly after the February 22nd earthquake supervising and supporting the Salvation Army teams, and their Christchurch-based staff. These teams comprise hard-working people from throughout New Zealand and overseas who go out on a daily basis, door knocking and supporting those affected by loss of fundamental facilities and in need of basic supplies. As well as supporting the families of the missing (and identified), and managing foodbanks, the Salvation Army continues to counsel through their Bridge and Oasis services.

The local media have an ongoing focus upon their city's own huge challenges, one of which has been the reported growth in drink driving and family violence following the earthquakes. These two may be connected, as people seek to escape the feelings of powerlessness that are emphasised by the large aftershocks which jolt people awake during the night, or cause pauses with breath held during the day. When assets that have required much of your life to attain are lost in an instant, many can question the value of this effort, and the attractiveness of instant wealth through gambling may suddenly make sense. For others, life may become a high risk event, with living for the here and now making more sense. The excitement and instant gratification being a valid choice in an unsafe world.

It is also possible that gambling machines may similarly be used more by some wishing to escape for a time, however with many of the buildings damaged it is difficult to know how many are available. The casino has been inaccessible within the cordoned area, but will likely be reopened as the cordon is gradually drawn in. It will be important for it to monitor any risky gambling behaviour: with the reduction of entertainment venues (many will not be open or available), those that are open may be strongly utilised, perhaps as a way for people to normalise where possible, and again, escape stress. However, although problematic alcohol and gambling use may well flourish in this environment of stress, uncertainty, fear, anger, and powerlessness, it is likely that those affected may not consider it worthwhile, in the scheme of things, to seek help at this time as bigger thoughts occupy their days. Business is suffering in Christchurch, yet there seems to be a strong supportive culture evident, that



may result in the gambling industry accepting that it has an increased role to reduce harm wherever it is able for already disadvantaged people, and to identify any reckless gambling at the earliest occasion. It is possible, as suggested, that they will see far more of it in the future in their devastated city.



We often talk about the cycle of addiction, yet those in Christchurch are living within a cycle of stress that for some, is re-traumatised daily by the aftershocks and fear of 'the next big one'.



One other important observation. Last week we drove past the Oasis service, in Bealey Avenue, and because we didn't have time to stop, wondered how our colleagues were fairing in Oasis and other services in Christchurch. Our role often involved supervising counsellors, and the awareness that they commonly carried more pressures than many other occupations became evident. Many counsellors had their own family and property issues impacted by the earthquake and aftershocks. They also dealt with the trauma of their clients and are at risk for vicarious trauma, a well recognised and evidenced phenomena. Abacus supervisors have experienced this briefly while in Christchurch and can attest to its effect. Yet upon these underlying pressures, counsellors are called upon to contain these issues and provide help for others. Supervision becomes important, yet again, supervisors are themselves affected if they also live in Christchurch. We often talk about the cycle of addiction, yet those in Christchurch are living within a cycle of stress, that for some, is re-traumatised daily by the aftershocks and fear of 'the next big one'. Our thoughts therefore go out to our Christchurch colleagues and the pressures they work under; we are thinking of you.

For further information please contact ABACUS via email: abacus@acts.co.nz

Workforce Development...



Zoe Aroha Martin-Hawke, Te Kakano Project Co-ordinator

www.tekakano.ac.nz

So you haven't heard about Te Kakano...or you have heard of Te Kakano but are still not completely sure what we are all about? Well let me tell you...Te Kakano is the name for the project that aims to further strengthen, and build leadership in our problem gambling public health workforce.

So what does Te Kakano have planned for 2011? For the 2011 year Te Kakano intends to continue providing face-to-face public health training (the next one will be at the providers forum in May), attend joint agency meetings throughout the country to connect with workers and further address training needs, and to update the Te Kakano website to increase its usefulness for busy public health staff.

Ruth Herd, the projects previous co-ordinator, and founder of the website has narrowed down her role due to her PhD schedule. Ruth will now be focusing on revamping the public health handbook "Te Ngira". Once completed "Te Ngira" will be distributed to all problem gambling providers as a guide to the planning, undertaking, and

evaluating of problem gambling public health work – a helpful resource for every public health worker's desk! Ruth will also remain as one of the projects valued advisory group members.

Recently Te Kakano completed training with Pacific Public health staff at the national fono. Trainers were really impressed with the passion and commitment to public health that Pacific providers showed, and would like to welcome the newest Pacific workers from Southseas, Teina and To'o to the sector.

The next Te Kakano training, at the National Providers forum, will be based around the Generic Competencies for Public Health in Aotearoa. These competencies were put together by the Public Health Association, in partnership with the Health Promotion Forum, Māori Community Health Workers, Institute of Environmental Health, and Public Health Nurses. The training will explain the competencies, and then translate the competencies into practice through case studies and other examples from the experiences of problem gambling public health providers. If you are interested in the competencies and want to know more before the provider's forum go to: <http://www.pha.org.nz/documents/GenericCompetenciesforPublicHealthMarch2007.pdf>

Nga mihi.

If you have any further questions/feedback don't hesitate to give me an email or a call on: zoe.hawke@hapai.co.nz, 021 02782030.

Thank you also for the quantity of workforce development need assessments we received back. We are currently collating responses and will be feeding the results back to you at the provider's forum.

Resources...

Have You Subscribed To Our New E-Newsletter? Don't Miss Out!

Ben Everist, Health Sponsorship Council

There is always a lot going on at HSC and with a new campaign launching this year, we want to keep problem gambling services and interested others up to date so you hear it from us first. Our newsletters will also include the latest on new resources and merchandise, information about Gamblefree Day, tips and ideas on implementing public health activities, research and evaluation to use in your work and opportunities for you to have your say.



It will allow you to email us directly with any valuable suggestions or comments. The next newsletter is due out at the end of March.

It's easy to subscribe today, just visit www.problemgambling.org.nz/e-newsletter-sign-up

For further information please contact Ben Everist via email: ben@hsc.co.nz



PROBLEM GAMBLING NATIONAL PROVIDER FORUM

What's Working, What's Not, What's New?

Update:

Draft programme out to the sector	6th April
Registrations Close	6th April
Nominations close for Awards	8th April
Payment for Awards Night Dinner	20th April

The focus of this forum is to facilitate workforce development opportunities for clinical and public health staff and increase networking and collaboration between providers.

DETAILS:

WHEN 4th - 6th May 2011

WHERE Auckland

VENUE Mercure Auckland,
8 Customs Street,
Auckland



Problem Gambling National Pacific Provider Fono

The National Pacific Provider Fono was successfully held on the 21st & 22nd February at Sorrento in the Park, One tree Hill, Auckland.

It was attended by all Ministry funded Pacific problem gambling service providers including the newest members - Southseas Healthcare Trust and Raukura Hauora O Tainui, who have undertaken a new joint partnership to deliver Pacific problem gambling services. They were officially welcomed at the fono, along with Natu Levy, the new Ministry of Health Contracts Manager. Natu will be working alongside Carmela Petagna who also attended the fono.

Dr Debbie Ryan gave an inspiring keynote which set the theme for the fono. This was followed by two excellent presentations on 'Working with PHO's', by Southseas Healthcare Trust and Procure. The afternoon was spent developing a national Pacific campaign for Gamblefree Day. On the second day both Abacus and Te Kakano held very valuable and interesting work shops, targeting the requirements of the Pacific problem gambling providers. Both days were very successful, the discussions were lively and the presentations and training were relevant and very informative.

The next fono in November will look at and evaluate Gamblefree Day, the plan and its implementation. What were the success stories and where to from here?





Workforce Development...

National Maori Provider Hui – Update

Tracey Wright-Tawha, Nga Kete Matauranga
Pounamu Trust

The National Maori Problem Gambling Hui will be held in Invercargill Murihiku

26th, 27th and 28th October 2011 (Wed, Thursday & Friday)

Powhiri 12.30 midday (works for most flights coming into Invercargill)

Venue:

Te Rau Aroha Marae, Bluff (confirmed)

Suggested Hui Themes (not bedded in at this point):

- Tools that Validate Maori Problem Gambling Health Promotion Practice
- Outcome Focused Evaluation
- Weaving Problem Gambling Messages into Health Promotion Cultural Resilience Projects
- Open to others ideas, needs, which we'll prioritize from interest received

Suggested Additional Activities (not bedded in at this point):

- Titi Talk, local practice of mutton birding – DVD and korero from a birder
 - Te Poha Oranga Health Promotion Model Presentation – local HP presentation by Te Piringa Roopu from Nga Kete
 - Hou Kainga Te Rau Aroha Whare Purakau
 - Waka Ama
 - Logic model training
-

We look forward to further evolving the programme which will commence on the first day at approx 2.30pm after lunch and conclude at 10am on the 3rd day for flights and return travel.

We are also negotiating with local providers in order to come up with some discounted trips that whanau may choose to stay on for. At their cost.

For further information please contact Nga Kete Matuaranga Pounamu via email: admin@kaitahu.maori.nz



Farewell Summer...



General Interest...

Nelson Gambling Taskforce – Gambling Policy Review

Angela Mockett, Nelson Gambling Taskforce

My name is Angela Mockett and I am part of a local community group in Nelson fighting to have Nelson City Council's (NCC) 2010 Gambling Policy Judicially Reviewed in the High Court.

In early 2010 the NCC delivered a draft gambling policy to the community which, along with its Statement of Intent, made it clear that apart from looking to continue with the 'sinking-lid' approach, NCC intended to "make no substantive changes" to the existing local gambling policy. The NCC received many submissions in support of this and a few asking for small tweaks. Sadly, during the consultation process, and on the apparent basis of a single submission from a local landlord, NCC threw the draft policy out the window.

The 2010 policy that the NCC eventually approved, completely removed the 100 metre exclusion zone between pokie machines and nearby schools, pre-schools, churches, playgrounds or community facilities and also the rule governing proximity to ATMs. This move allowed the local landlord who sought these changes to lease his premises to a bar owner who immediately installed eight pokie machines in the centre of the Victory Community - immediately opposite the community playground and within 100 metres of two pre-schools. (Victory is Nelson's most economically challenged neighbourhood).

In August 2010, we formed a society of citizens and with the assistance of two local (pro bono) lawyers applied to the High Court to have NCC's decision reviewed. Following our first court appearance in December 2010 the Judge agreed that our case has merit and should proceed to the High Court. That's the good news. The bad news was that NCC sought to block our case by seeking an order for \$28,000 security for their costs. This is money that is held by the court and only paid if a case is lost. Judges have little discretion when this tactic is employed however, given the public justice nature of our case; this amount was reduced to a \$10,000 bond to be lodged with the court within 10 working days, which was January 20, 2011. Without this bond our case could not proceed to the High Court regardless of its merits.

Given the timing (in the middle of Christmas and New Year) and our limited resources we had no choice but to appeal to groups throughout New Zealand who have an interest in this issue.

In terms of precedent setting for New Zealand it is vital our case made it to the High Court. If we win, the Nelson City Council should be required to repeat the gambling policy review process (this time with full community consultation) and the Department of Internal Affairs may be required to revoke all gambling venue licenses granted under the 2010 NCC Policy (including the Victory Venue). We believe this will set an important precedent for all anti-

gambling campaigners around the country to use in their own areas.

The bond money was secured and on the 1st March 2011, Justice Young agreed that the case could proceed to the High Court. Currently, we are waiting for a High Court fixture date to be set.

We have also been out in the community fundraising to cover other costs that will arise in pursuing the review of the NCC decision and it has been very successful in not only raising the much needed funds but also in raising awareness on the harms suffered by our communities through problem gambling. Hundreds of people have joined the campaign through their street donations and enthusiasm. Without exception our collectors have received positive public feedback and thanks for what they are doing. We will continue to walk the streets in our aprons raising awareness – which are the problem gambling bags altered to become aprons (see attached photo) and are looking forward to our day in court.

Angela Mockett, Secretary – Nelson Gambling Taskforce

This article has been submitted from a community group "Nelson Gambling Taskforce". This has previously attracted media coverage and has been included here as an example of regional awareness by a community organisation.



Department of Internal Affairs – Te Tari Taiwhenua

Multi Venue Exclusion Orders (MVEO) – Making It Easier.

On Thursday 17th February 2011 in Dunedin a meeting was held to look at MVEO, with the object of the meeting being making the MVEO process simpler, more effective and to ensure that it is used more widely and for the appropriate purposes. Gambling Societies and venues seem keen to see a move towards greater consistency and initial talks with several societies have already occurred.

The focus of the meeting was to agree a standard process, forms and develop a pack for regions wanting

to introduce MVEO's. This part of the process will be overseen by DIA. The group will also discuss clinical use of MVEO and will share the outcomes with everyone at the next National Providers Forum and will write a full update for the next newsletter.

Present at the meeting was Eru Loach – Nga Kete Matauranga Pounamu Charitable Trust, Chris Watkins – Salvation Army (Dunedin), Phil Townshend – PGF (Nelson), Mathew McMillan – Te Kahui Hauora o Ngati Koata Trust; Lisa Campbell-Dumlu – National Operations Consultant, Oasis Centres, Auckland, and Neove Christoforou – Department of Internal Affairs (Wellington).

Sports Funding and Charitable Status

The relationship between charitable status and funding for sports and recreation organisations has been clarified in an information sheet now available on the Charities Commission's website - www.charities.govt.nz

It explains that sports and recreation groups do not have to register as charities to be eligible for grant funding from Class 4 gambling operators. Most gaming machine societies are able to make grants to non-commercial purposes that are beneficial to the community, which will generally include amateur sports purposes. The information sheet links to the Department's funding for community groups' webpage in order to provide more

gambling funding-specific information for interested sports groups.

The Department worked with the Charities Commission, SPARC (Sport and Recreation New Zealand), the Companies Office and Inland Revenue after some sports and recreation groups became concerned that gambling funding was restricted to charitable purposes and that sports were not eligible for this funding. This seemed to be because some gaming machine societies had provided incorrect advice to grant applicants.

The Department encourages grant makers to read the fact sheet and make it available to their grant applicants (perhaps by linking to the advice from their own websites).

Regional Forums Delayed

The Class 4 sector regional forums planned for this month have been delayed because of the Christchurch earthquake and are now expected to take place towards the end of April.

Feedback from previous forums showed them to be a

valuable and effective way for communication between the Department and the sector.

Topics for 2011 have yet to be finalised but may include presentations on community funding issues from the Department's Local Government & Community unit, a discussion on best-practice initiatives for achieving compliance and how to address compliance risk issues.

Department Restructures

The Government's decision to integrate Internal Affairs with the National Library of New Zealand and Archives New Zealand from 1 February 2011 resulted in changes in the way the Department is structured.

The gambling compliance and policy teams remain much the same but now sit within a new branch – Policy, Regulatory and Ethnic Affairs – under Acting Deputy Chief Executive, Craig Armitage. Paul James, formerly Director of the Office of Treaty Settlements in the Ministry of Justice, will be the Deputy Chief Executive from 18 April.

Former Director of Gambling Compliance, Mike Hill, has taken on a wider role as Acting General Manager, Regulatory and Compliance Operations. This covers the following business units:

- Anti-Spam Compliance
- Gambling Compliance
- Censorship Compliance
- Intelligence
- Anti-Money Laundering & Countering Financing of Terrorism

Other key positions and managers are:

- Manager, Gambling Racing and Censorship Policy, John Markland
- Acting Director Gambling Compliance, Debbie Despard
- Acting National Manager Compliance Group, John Currie

Continued from page 17...

- National Manager, Gaming Technology, Mike Cassidy
- Manager, Investigations Unit, Dave Sayers
- Acting National Manager Licensing, Lee Patton
- National Manager, Operational Policy, Heather McShane

- National Manager, Performance Assurance Unit, Sanjay Sewambar
- Manager, Anti-Money Laundering & Countering Financial Terrorism, Kate Reid

Integrity - the Priority for Gambling Compliance 20 January 2011

The High Court decision in the case between the Grassroots Trust and the Department of Internal Affairs will contribute to ensuring the gambling sector operates with integrity and fairness.

The case was brought by the Grassroots Trust seeking to overturn the Department's decision to refuse their application under the Gambling Act 2003 for a Class 4 venue licence to operate 18 gaming machines at the Bus Stop Tavern, Newtown, Wellington. Costs were also awarded against the Grassroots Trust.

Gambling Compliance Director, Mike Hill, said the

Department was pleased that the High Court had upheld the decision.

"Internal Affairs is absolutely committed to ensuring the sector operates transparently and with integrity," he said. "The credibility of the sector is seriously undermined when the actions of a few behave disreputably. We were concerned about aspects of the Grassroots Trust application and that is why we refused their application.

We expect all operators to act properly and according to the rules at all times and we will hold them to account if they don't."

Mike Hill said he was concerned that so much money that should be benefiting the community was being spent on legal actions by gambling operators.

Pokie Spend Down Over Year 27 January 2011

Gaming machine expenditure in the country's 1400 pubs and clubs in the year ended 31 December 2010 was 3 per cent lower than in 2009, according to figures released by the Department of Internal Affairs. Spending dropped from \$865.5 million to \$840.7 million.

Spending in the fourth quarter of 2010 was \$664,000 up on the September quarter with increases in pubs and chartered clubs but less spent in sports clubs and RSAs.

The spending is captured through the electronic monitoring of non-casino gaming machines (EMS), which became fully operational in March 2007, enabling the Department to track and monitor operations, ensure the integrity of games and the accurate accounting of money.

Non-casino GM spending by Society Type – October to December 2010

Society Type	Total GMP Quarter	% of Total
Non-Club	186,402,451	86.4%
Sports Clubs	4,294,635.97	2.0%
Chartered Clubs	16,967,263.27	7.9%
RSAs	8,168,298.34	3.8%
Total Club	29,430,197.48	13.6%
Total All	215,832,649.45	100.0%

There were fewer licence holders, gambling venues and gaming machines at the end of 2010 compared with 12 months earlier. Licence holders fell 3 per cent from 378 to 367, venues declined from 1491 to 1443 and gaming machines decreased by 3.5 per cent from 19,359 to 18,681.

Further information, including numbers of venues, machines and expenditure by territorial authority and changes in the quarter, is available from the Department's Gaming Statistics web page at: www.dia.govt.nz. The figures are based on the territorial authority boundaries that existed prior to the new Auckland super city.

For further information please contact the DIA via email: info@dia.govt.nz

Ministry of Health...

Ministry of Health Update

Peter Kennerley, Acting Manager - Mental Health and Addiction Programmes

Welcome to you all to the first quarterly newsletter for 2011. On behalf of the National Problem Gambling Team, I would like to acknowledge those of you in Christchurch and surrounding areas who have been impacted by the February 2011 earthquake. In particular, we would like to acknowledge the



collective efforts of the Problem Gambling sector that have rallied to support not only each other but to provide counselling support assistance for clients. It is encouraging to see that where possible, assistance is being offered by providers to stretch capacity and share resources from a range of disciplines.

2011 has started with a busy first quarter. Some highlights from the Ministry's workplan are summarised below.

Continued from page 18...

Ministry of Health – Restructuring

As from Monday, 28 February 2011 the National Problem Gambling Team (NPGT) has been placed intact from the former Population Health Directorate into the Sector Capability and Implementation Business Unit (SCIBU). The Deputy Director-General for SCIBU is Margie Apa. Margie will be well known to some of you from her time in Counties Manukau DHB and with Capital and Coast DHB.

For the National Problem Gambling team, it is business as usual with the main change being to internal reporting lines as part of the Mental Health and Addiction Programmes.

For problem gambling providers, the NPGT continues to support providers with emphasis on the current work programme i.e. is meeting the objectives in the Preventing and Minimising Gambling Harm Strategy.

Barbara Phillips, who was the former Group Manager, is currently the Acting Deputy-Director General for the Policy Business Unit. Until a permanent appointment is made to the position of Manager, Peter Kennerley and Memo Musa will be Acting Managers for the Mental Health and Addiction Programmes.

National Problem Gambling Team

The team have been engaged in site verification visits with problem gambling service providers. This has been timely given that this is the first six-monthly report period into the new three-yearly service period. Overall, there are very pleasing results coming through for intervention services. A new mandatory action for providers who are funded to deliver public health services is the profiling of a single public health project. There are early indications that this task has been well received in reports. By early April 2011, it is expected that almost all problem gambling intervention/public health service providers would have been visited.

Value for Money Review

The KPMG team have recently finalised the “Value for Money Review”. The review included input and interviews with, among others, the Ministry, the Department of Internal Affairs, problem gambling service providers and the wider gambling industry. This level of engagement and response from participants in the review is valuable and pleasing to see. This enthusiasm was evident at the feedback forum conducted by KPMG with a selection of participants on 9 March 2011. The next phase in the process is for the results of the review to be reported back to Cabinet Committee for its consideration in late April 2011. Once this has happened, it is likely that the report will then become available on the Ministry of Health website.

New Pacific Service – Auckland Region

At the Pacific Fono in February 2011, the new Pacific service “Ola Lelei”, a partnership between South Seas Healthcare Trust and Raukura Hauora O Tainui Trust was introduced to other Pacific problem gambling providers. It was good to be able to meet and see the team who were present along with an informative presentation for attendees to the fono. The fono provided opportunity for clinical and public health workforce development for the problem gambling sector.

Website – Updates

The Ministry of Health’s Problem Gambling website pages have been updated. In particular, the research pages now include information for 2010 – 2013 and can be found here: <http://www.moh.govt.nz/moh.nsf/indexmh/problemgambling-research-implementation1013>

Scholarship Programme

Applications for Hoe Whā scholarships closed and were assessed in February 2011. The Ministry and Te Rau Matatini was pleased to see that there had been an increase in interest. There was a number of high calibre applicants assessed by the selection panel who make recommendations re awarding the scholarships.

Te Rau Matatini has recently advertised for expressions of interest for the new problem gambling fellowship due to be awarded this year. Te Rau Matatini is bringing together an panel of well respected academics and sector experts to review the proposals received. Hopefully there will be more news soon.

Detailed information about the scholarships, including application forms, are available on Te Rau Matatini’s website: <http://www.matatini.co.nz>

Outcomes monitoring and reporting project

One of the projects at the heart of the Ministry’s strategic plan involves setting up processes for measuring and reporting on the Ministry’s 11 strategic objectives. The Ministry called for Request for Proposal (RFP) for this project towards the end of 2010. A number of excellent proposals were received and the Ministry is in the process of finalising the selection process before commencing negotiations with the successful provider. Thanks to all of you who helped out on the panel.

In closing, I am conscious that the problem gambling provider workforce is involved in a wide variety of valued activities and projects that contribute to our minimising harm strategy. I wish to acknowledge the hard work that occurs across the country and look forward to keeping informed on both the achievements and also the challenges so that we can work to address these constructively and positively.

Contact:

What's Happening...

2011 Proposed Calendar of Events

24th – 25th February 2011	National Coordination Service: National Pacific Provider Fono 24th February 2011 – Auckland Abacus: Pacific Problem Gambling Clinical Training 25th February 2011 – Auckland Te Kakano: Pacific Problem Gambling Public Health Training 25th February 2011 - Auckland
24th March 2011	AOD Leadership Day - Christchurch
4th – 6th May 2011	National Coordination Service: Annual National Provider Forum - Auckland Abacus: Problem Gambling Clinical Training - Auckland Te Kakano: Problem Gambling Public Health Training - Auckland
14th – 15th July 2011	National Coordination Service: National Asian Forum - Auckland Abacus: Asian Problem Gambling Clinical Training - Auckland Te Kakano: Asian Problem Gambling Public Health Training – Auckland
21st July 2011	AOD Leadership Day - Auckland
1st September 2011	Gamblefree Day - National Gambling Awareness Day
1st – 2nd September 2011	Cutting Edge Conference - Auckland
26th – 28th October 2011	National Coordination Service: National Maori Provider Hui – (Hosted by Nga Kete Maturanga Pounamu) - Invercargill Te Kakano: Maori Problem Gambling Public Health Training – Invercargill
November 2011 Dates to be confirmed	National Coordination Service: National Pacific Provider Fono – Auckland Abacus: Pacific Problem Gambling Clinical Training – Auckland Te Kakano: Pacific Problem Gambling Public Health Training – Auckland
24th November 2011	AOD Leadership Day - Wellington
23rd – 25th November 2011	NAGS 21st Annual Conference – Melbourne Australia
22nd – 24th February 2012	4th International Gambling Conference – Auckland

Notes:

- Abacus is also able to provide a limited amount of ad hoc support to problem gambling service providers around the country.
- The dates provided in this calendar are indicative only and may be subject to change

For more information or to contribute to future newsletters,

please contact:

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On behalf of the National Coordination Service

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