



Problem Gambling National Pacific Fono 22nd & 23rd April 2010 Summary of Proceedings

INTRODUCTION

The Problem Gambling National Pacific Fono was organised by the Problem Gambling National Coordination Service (NCS), a Ministry of Health contract with The Salvation Army, in partnership with the Centre for Gambling Studies, UoA.

This was an opportunity for all Ministry of Health funded Pacific Problem Gambling Service Providers to come together nationally. The two day fono had a structured programme encompassing Intervention and Public Health service provider presentations and workshops.

The fono was held at
The Ellerslie Event Centre
80 - 100 Ascot Avenue,
Greenlane, Auckland

The objectives of the Fono were to provide the Pacific workforce with the ability to:

- facilitate workforce development opportunities
- increase collaboration between providers and stakeholders
- support provider engagement in Ministry service development processes (intervention, public health and infrastructure)
- provide opportunities for the sector to communicate and exchange problem gambling trends with the Ministry

Outcomes Sought:

- Pacific Model/Best practice
- Improved Regular communication between Pacific service providers/scheduled meetings
- Collaboration/communication strategy with other organisations & stakeholders
- Improved availability of effective resources for Pacific Events
- Research projects - to have improved consultation and provide input into future Pacific gambling research projects

ATTENDANCE

The fono was attended by all Ministry funded dedicated Pacific service providers and other interested stakeholders.

- Gambling Helpline
- Problem Gambling Foundation of New Zealand - Mapu Maia
- Niu Development Inc
- Tupu - Pacific Alcohol and Drugs/Gambling Services
- Taeaomanino Trust
- Pacific Island Evaluation Inc
- Raukura Hauora O Tainui
- The Salvation Army - Oasis Centres
- Takanga A Fohe - Pacific Mental Health and Addictions
- Otara Gambling Action Group
- Le Va & Aoetearoa Tongan Health Workers Assoc. (ATHWA)
- Vaka Tautua Mental Health & ATHWA
- South Auckland Family Violence Prevention Network
- Tongan Advisory Board
- Tokelauan Community Representative - Wellington
- Methodist Church
- ALAC
- Framework Trust
- New Zealand Police Force - Manurewa Police Officer Pacific Representative
- Pasifika Education Centre
- Pukapuka Community Group Services
- Problem Gambling National Coordination Service
- Ministry of Health
- Te Kakano - Work Force Development: Public Health Trainer
- Health Sponsorship Council

Total Participants 57

DAY 1: Thursday 22nd April 2010

Refer attached Programme Schedule.

OPENING:

The forum began at 8.00am with a lotu/prayer by Reverend 'Epeli Taungapeau, which was followed with an opening address from

His Worship Mayor Len Brown Manukau City

Opening Address:

The Mayor Len Brown opened the fono with an enthusiastic, lively and amusing update on Manukau City and it's future, the Super City progress so far and the relevance of this for our Pacific communities. He included the work undertaken together by him, the Manukau City Council and the Pacific problem gambling service providers on successful problem gambling harm minimisation projects. He spoke about Waitakere and Manukau having Advisory Councils for Pacific under the new Super City and a new 'Social Issues forum' and the importance of Pacific gambling service providers having input into it. He talked about the need for leadership and structure. The Mayor stressed the importance of this work and his support for the future.

PRESENTATIONS:

Power point presentations attached:

Dr Api Talemaitoga Ministry of Health - Chief Advisor, Pacific Health

'Ala Mo'ui

Dr Talemaitoga gave an overview of 'Ala Mo'ui - Pathways to Pacific Health and Wellbeing 2010 - 2014, which was recently launched. The name 'Ala Mo'ui is a combination of a number of Pacific languages meaning pathways to the essence of life force. It sets out the priority outcomes and actions for the next five years that will contribute towards achieving better health outcomes for Pacific people, families and communities. 'Ala Mo'ui replaces the Ministry of Health's Pacific Health and Disability Action Plan (2002), the Pacific Health and Disability Workforce Development Plan (2004) and the Joint Action Plan for the Ministries of Health and Pacific Island Affairs (2008) as the key overarching document for improving Pacific health outcomes. The government is determined to turn around poor Pacific health outcomes by providing better services closer to home, supporting effective Pacific providers and models of care, better enabling Pacific people and communities to be healthy.

The 'Ala Mo'ui document and further information can be found on The Ministry of Health website

<http://www.moh.govt.nz/pacific>

Questions from the participants

What is your work doing to impact on improving the quality of life for Pacific people?

- Systemic cultural competence
- Community development
- Supporting community leadership of behavioural determinants

- Workforce - community health workers, social workers
- New models of service delivery, home visits, community settings
- Systems and services more responsive to Pacific people

What good does it do to heal people then send back to the conditions that made them sick in the first place?

How do we approach this?

- Dr Talemaitoga talked about Serau - Pacific Provider and Workforce Development Fund - \$7.4 million dollars to be spent on developing:
 - a) The right Pacific people with the right skills in the right places
 - b) Strengthen Pacific providers to deliver quality health services

Pesio Ah Honi Siitia Problem Gambling Foundation of New Zealand - Mapu Maia

Mapu Maia - A new Pacific Unit for PGFNZ

Pesio Siitia presented on the process and formation of the new Pacific unit for PGFNZ. The importance of selecting the right name for the service, setting up a reference advisory group and the consultation required. Mapu Maia has developed a strong strategic plan with relevant objectives and achievable, tangible outcomes for Pacific people and communities. They are interviewing presently for a clinical position to compliment the public health team, looking towards a sustainable and complete service. Pesio finished the presentation with an update on progress for the unit - most notably the commencement of a fixed term public health contract with Tupu Services.

**Malo Silailai, Kotoni Fe’ao
and Sherona Mariner**

**Tupu Alcohol
Drug/Gambling Services**

Intervention - Successful Pacific Treatment Service

Malo Silailai gave a short update on Tupu Services, introducing their three problem gambling clinicians (Malo, Kotoni and new staff member Sherona), and informing the fono about work they are undertaking in building effective screening environments with PHOs. The team presented a case study where they went through the processes involved in delivering a successful Pacific, culturally sensitive treatment service. The presentation finished with a demonstration of how the CLIC data system worked to give an understanding of the difficulties/advantages of this system.

Louis Smith

Taeaomanino Trust

Public Health - Facilitating a Community to Raise Awareness

Louis Smith presented on one of the successful Taeaomanino Trust’s models they use - facilitating a process that operates in a true Pacific way, bringing Pacific values and traditions of the Pacific people. One of these traditions is the telling of stories which are very sacred. Telling stories is a powerful way of working with Pacific people. Louis invited Zechariah Reuelu (from the Tokelauan Community) to tell the fono of his journey and experience, his story, which enhanced and added value to the

presentation. Louis and Zechariah developed resources tailored for the church and engaged 14 Ministers from churches in the Porirua area. The process took considerable time with the end result being 11 organisations submitting a submission on the policy review to the local council. Church leaders now take leadership in this area; Taeaomanino Trust facilitated the community to give voice on this issue.

Sala Johnson and Ron Tustin

Pacific Island Evaluation Inc.

Public Health - Centre of the Universe

Sala Johnson introduced the organisation, gave a brief introduction of his role (matua and counsellor) in PI Evaluation before handing over to Ron Tustin (public health) to deliver the presentation. Sala explained the model he used, 'story telling', which is a powerful concept to use with Pacific Island people. Ron started his presentation with facts on Christchurch backed up with statistics. Ron spoke of the process for PI Evaluation - assessment, planning, implementation and evaluation. P I Evaluation concentrates on the CBD, where after assessments, they felt was the best area to target. Ron spoke of his work around 'safe gambling environments' and Sala's role in 'supportive communities and raising awareness. The activity presented on spoke of the development of a card resource (see attached powerpoint) for use in pokie venues and PI Evaluation's work with the community through local newspapers and radio stations.

Mua'autofia Clarke

Niu Development Inc.

Public Health - Family Violence and the Impact of Problem Gambling

Mua'autofia presented on the process Niu Development Inc. use for one of their activities. They went through a SWOT analysis where they identified what, where, how, when and why? From their analysis they worked on a series of workshops and produced a video clip to be shown. They held 6 workshops with approx 40 guests attending each. In the future they will continue to use the resource they have developed for raising awareness in the community.

Metua Bates-Faasisila

ALAC

Pacific Action Plan

Metua presented the new Alcohol Advisory Council of New Zealand's Pacific Advisory Plan, 2010-2011. After investigating all relevant data (e.g. Pacific Demographics etc) it was noted that the few Pacific people who do drink, do so in a way that causes them or others harm. The results of the investigation demonstrated the need to put into place a 'Pacific Action Plan' to minimise the harm caused by alcohol in Pacific communities. ALAC identified key objectives /aims highlighting the outcomes to be achieved. A highlight of this presentation was the video clip Metua showed to the participants. The video depicted adverts to be shown in the future on TV as part of ALAC's awareness raising campaign. The adverts encourage the community to get involved and support problem drinkers in reducing their alcohol intake - Ease Up on the Drink.

Intervention - Caring for Tagata Pasifika Through Telephone Counselling

Hana presented on the fonofale model used by the Pacific team at Gambling Helpline, looking at client care, alerts and interventions. Hana used a 52 year old female client (anonymously for confidentiality) as her case study to present to the fono. Hana went through the processes and the journey the client took including seeking help and having treatment. She detailed the assessment, screening process and treatment plan.

At the end of the presentation Hana covered clients at risk. The client is placed on an 'alert' programme where they are tracked and facilitated to the appropriate agencies. They stay on the alert programme for a minimum of 10 days. Hana explained the procedures that take place giving the participants a clear understanding of the processes.

Group Exercise:

Participants were divided into five groups. Each group selected a representative who gave feedback to the fono. The following is a summary of the feedback recorded by the participants.

What should be included in the Pacific Model/Best practice ?

- Balance (culture/knowledge/skills/clinical)
- Culture/Pacific Songs
- Knowledge
- Skills
- Matua Advisory Council
- Consumer Voice/stories
- Youth Perspective
- Support/interface with external organisations
- Cater for NZ born
- Ethnic differences

Communication Strategy -

1. Between Service Providers

- Work collaboratively
- Quarterly Pacific Provider meetings
- Teleconference providers outside Auckland
- Support joint initiatives
- Attend Joint Agency Meetings (JAM) - Clinical
- Re-introduce public health (PH) JAM monthly meetings and encourage other PH service providers to attend.

2. With external organisations - What? How?

What?

- Problem Gambling (PG) information
- PG service providers locations/contact details for referrals
- PG programmes and services offered and where
- PG events e.g. Gamblefree Day

How?

Communicate through

- Email
- PG quarterly newsletter
- PG service provider visits/newsletters
- Supply brochures/pamphlets on service providers and services offered
- National Pacific Provider Fono

How to support other organisations in providing the relevant service/info

- Communication
- Sharing/networking
- Work collaboratively/joint initiatives
- Education/Awareness programmes
- Invites to PG events
- Support and share resources
- Need to tap into other organisation resources/knowledge
- Need to build strong relationships and trust
- Share resources - distribute widely to other agencies - communicate and network
- Monthly/quarterly meetings (face to face) with community groups, WINZ, GP's, social services, TLA's and/or invite to JAM meetings

Health Sponsorship Council

Hannah Crump

Update Pacific Resources

Hannah gave an overview of the overall strategy;

1. Raising general awareness across the whole population

2. Encouraging at risk and concerned others to identify problems and take action early
Also included in the update was developing the kiwi lives DVD (20 stories). Hannah played part of the DVD to the fono, although still incomplete the fono agreed it will be a valuable tool for both public health and clinicians to use. During the fono Hannah and her team filmed more pacific stories from some of the participants to be included in the DVD. Hannah also updated the fono on the HSC website, Gamblefree Day and the work being carried out by the Public Health Working Group on Gamblefree Day, where they have offered to coordinate a national approach. Key messages have been developed by HSC for the problem gambling service providers to use. The update finished with merchandising - the products being produced and when they are available. Providers requested:

- Three languages on the pamphlets (as often there are different languages spoken in the Pacific families, one example is when there are mixed marriages)
- Different colour for each nationality e.g. colours used to depict each nation, Tonga - red, Samoa - blue (easy to identify)

- Blank space - for contact details
- Print size important - needs to be easy to read

Dean Adam

Ministry of Health

Research Update

Dean listed all the research projects underway at present giving an overview of the projects, the outcomes required, and an update on the progress to date.

See power point attached.

ISSUES

The following issues for dedicated Pacific service providers were noted during the fono.

- Under serviced for Pacific
- Need to encourage youth/what is the financial knowledge of our youth?
- Pacific providers believe there is the need to develop their own resources
- How do we address the issue of stigma re problem gambling?
- How do we really change people?

EMERGENT ISSUES

- For most service providers the main area of concern is the renewal of contracts and future funding.
- Youth involvement in the problem gambling sector
- Gambling Helpline - it was noted there is a need to have access to interpreters and a Matua advisory service for Gambling Helpline staff.

OUTCOMES

- All service providers were well represented.
- Te Kakano successfully delivered their 1st training day
- There was a large representation of stakeholders and other organisations in attendance, which proved to add great diversity and value to the fono.
- The fono was convened in true Pasifika style.
- Feedback has been extremely positive.

RECOMMENDATIONS:

- Matua Cultural Advisors to attend next fono
- Consumer participation at the next fono
- Youth: Design and develop resources for use at churches for youth

- Key message to be delivered to Pacific communities re breaking down the stigma of problem gambling - 'talk about problem gambling in a safe environment'
- Pacific providers need to adapt a more multi dimensional approach and more collective effort

CONCLUSION

Overall, the level of participant satisfaction was above average. The attendees brought great diversity to the programme making the forum a success.

These evaluative comments on the forum are fed back to the Ministry of Health and will be considered in the planning of future forums and related Pacific specific training.

EVALUATION:

An evaluation form was given to all participants from the National Coordination Service and a summary of the responses are listed below.

The fono was very well received according to feedback and evaluations. All participants that completed evaluations thought the time spent attending the fono would help them with their work and would recommend attending the next PG National Pacific Fono. The venue was excellent; the food was exceptional and catered for the Pacific style.

Twenty responses were received from a possible 47 overall for the NCS evaluation and they are summarised below.

NATIONAL PACIFIC FONO APRIL 2010 EVALUATION

Responses recorded as a percentage based on the 20 evaluations received

	Excellent	Good	Fair	Poor	Abstain
Fono as a whole	50%	40%			10%
Venue	70%	30%			
Location	65%	30%	5%		
Helpfulness of forum organisers	60%	40%			
Availability of information prior to forum	45%	25%	25%		5%
Registration process	55%	35%	5%		5%
Accommodation recommended	10%	10%	5%		75%
Food at forum	70%	30%			
Did the Fono meet your needs and expectations overall	50%	50%			
Did the Fono Inspire you	65%	30%	5%		
Content of Day 1	75%	20%	5%		
Quality of Day1	75%	25%			
Content of Day 2	30%				70%
Quality of Day 2	30%				70%

Opportunities to update knowledge/skills in areas that are relevant to you	40%	30%	10%		20%
Opportunity to network with other providers and presenters	75%	10%	5%		10%
Was information easy to understand Day 1	55%	40%			5%
Day 2	15%	5%			80%
Did it match your learning style Day 1	50%	35%	5%		10%
Day 2	30%				70%
If English is your 2 nd Language was the information on Day 1 easy to understand	50%	20%			30%
If English is your 2 nd Language was the information on Day 2 easy to understand	35%				65%

Please note the majority of participants abstained from completing day two evaluation due to Te Kakano supplying their own evaluation form, please contact Te Kakano for summary of evaluation for Day Two
These comments are collated from the 20 responses received out of a possible 47

What were the highlights of the forum for you?

- Exceeded expectations
- Always good to get together for strength
- Gaining strength & confidence from being with like minded people, dealing with similar issues with the same population to deal with
- The superb attitudes of Michelle & Lisa in organising the day
- The Gathering
- Inspiring message from Mayor Len Brown
- Networking with other services
- Input from Dr Api Talemaitoga
- The Ministry of Health lead and direction the government is going on
- More knowledge on the issue of problem gambling
- Inclusion of other services/NGO's
- Presentations from the providers
- More young people
- Networks – wider communities
- Group Discussions
- Good to see the clinical/public health approach
- Group discussions
- Knowing and understanding the Ministry's views and perspective in their funding system
- Ministry of Health Update
- Sharing ideas/knowledge
- Attending the conference
- Acknowledging ANZAC day

- Breakfast great idea
- Good that the Ministry speaks last

What aspects of the forum could have been improved on?

- Always use the microphone
- Music throughout
- Power points compulsory
- Little emphasis on the theme 'Sustainability' this issue is pivotal
- Start at 8.30am
- Starting on time
- Nothing needed to be improved on
- More presentations on Pacific Models of Practice
- Best Practice group discussion should be given more time
- Facilitation
- Finish time should be before 3.00pm – 4.00pm
- The IT system
- More opportunity to ask questions
- More singing
- More fono – monthly ?

Do you think time spent attending the National Pacific Fono will help you in your work?

- Definitely / Yes
- Good time to upskill, update, re-energise, seed and grow new blood
- Addressing issues relating to Pacific people require collective effort, a holistic approach, so with a multidimensional approach will collectively address a variety of issues including problem gambling
- Yes, it emphasised the importance of networking and working together (the services) accessing other services that clients will find beneficial.
- Good to know other services that are out there.
- New networks
- Creates opportunity
- Working collaboratively
- Meeting new people, learning about other organisations
- Very informative
- Wealth of knowledge from services for Pacific people in regards to gambling and alcohol
- Understanding and knowing

Are there any additional comments you wish to make?

- Thank you for a fabulous fono
- Well organised within limited resources
- Excellent
- Need to have regular meetings together
- Be more creative in our planning

- I agree with what Api alluded to, we need to take ownership and responsibility to our Pacific wellbeing (Len Brown also said this)
- How do we address the issue of stigma and discrimination
- Matua Melino to take more of a lead role
- Well done Michelle
- Thank you for the day
- Very good process and informative day
- Too long should be 8.30am to 4.00pm
- More presentations on delivery
- Model of practice for Pacific
- Too long should end at 3.30pm
- Hope more opportunities are given to other community groups are not funded but are providing counselling and support in and amongst their own communities
- More appropriate and sensitive facilitation
- Keep up the good work
- More time on workshops
- Thank you for the opportunity to attend and learn/network
- Thank you for the great venue and food
- I enjoyed both days
- Thank you awesome mahi

DAY 2: Friday 23rd April 2010

Refer attached Programme Schedule.

OPENING:

The forum began at 9.00am with a lotu/prayer by Reverend Robert Robati-Mani which was followed with an overview of the day from the facilitator Pefi Kingi.

All participants introduced themselves and were asked to recount a story relative to them on ANZAC Day. This was followed by the Te Kakano team who delivered an overview and covered the Te Kakano 1 - 2 - 3 approach:

Te Kakano Overview

John Raeburn & Ruth Herd

John and Ruth gave an overview of Te Kakano including the development of the Nikau Model (1 - 2 - 3 approach)

Nikau 1: Education – Awareness Raising

John Wong & Tupu

John Wong spoke about the PGFNZ Asian Services activity on raising awareness in Asian communities. He demonstrated a public health logic model and how they applied it to their activity, the Gamblefree Day project – ‘Dining Discount Campaign’.

Tupu followed John’s presentation with an example of Pacific practice.

Nikau 2: Harm Minimisation – PGFNZ Planning

**Cynthia Orme & Niu
Development INC.**

Cynthia Orme spoke about policy development and implementation. Demonstrating a PGFNZ planning tool Cynthia explained the process they used for an activity they undertook on harm minimisation where they targeted Territorial local Authorities (TLAs) around their upcoming reviews of their gambling policies.

Nui Development Inc (Niu Dev. Inc) followed Cynthia's presentation with an example of Pacific practice

Nikau 3: Community Action

Pesio Siitia

Pesio Siitia explained what community action is, the types of community action and gave an example of this. Pesio selected PGFNZ – Mapu Maia's work with a local church youth group and explained the steps followed including evaluation.

Group Work:

This was carried out over the afternoon. Small breakout groups were formed and they were asked to discuss different areas of the Nikau model that was presented on. A representative from each group gave feedback to the fono.

For the power point presentations, summary and concluding thoughts from this group exercise and the day's training please contact Te Kakano.