



Problem Gambling National Asian Forum

Summary of Proceedings

INTRODUCTION

The Problem Gambling National Asian Forum 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.

The two day forum had a structured programme encompassing Interventions, Public Health, Workforce Development and Research.

The Ministry of Health Asian Consultation on the Preventing and Minimising Gambling Harm 2010-2016 was held on Day One in the afternoon.

The forum was held at
The Salvation Army East City Corp,
37-45 Wellington Street,
Howick, East Auckland.

On Wednesday 22nd July and Thursday 23rd July 2009

The focus of forum was to provide an opportunity for the Asian problem gambling workforce to:

- facilitate workforce development opportunities
- increase collaboration between providers
- 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
- promote public discussion on the Ministry of Health draft strategic document on Preventing and Minimising Gambling Harm 2010-2016

ATTENDANCE

The forum was attended by all Ministry funded Asian service providers and other Asian stakeholders (including presenters and guests) totalling 38 participants

- Problem Gambling Foundation Asian Services
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- The Salvation Army - Oasis Centres
- New Lynn Community Probation Services
- New Zealand Police
- The Asian Network Incorporated
- The Salvation Army - National Addictions Services
- National Coordination Service
- Ministry of Health
- Abacus
- Health Sponsorship Council
- Department of Internal Affairs
- Keynote Speaker - Hans Evert

In addition: Two Distinguished Guests attended:

Guests

Bob Hawke

Orakei Marae

Kaumatua

Arohanui Hawke

Orakei Marae

PGFNZ

Total Participants 33 Day One

Total Participants 21 Day Two - Clinical Training

Refer attached Programme Schedule

DAY 1: Wednesday 22nd July 2009

OPENING

The forum began at 9.30am with a Mihi Whakatau - led by the Orakei Kaumatua, followed by a welcoming address from John Wong.

Michelle O'Loughlin - National Coordination Service - addressed housekeeping.

Introductions:

Each participant gave a short introduction, including one success story shared with everyone.

PRESENTATIONS

Simon Tam

**PGFNZ - Sth Island Asian Services
Counsellor/Health Promoter**

Gambling in Chinese Community, Christchurch

Refer to power-point on website

Simon Tam's presentation was focused on the requirements and needs of the Asian clients (mostly from the Casino) in Christchurch and some research he has conducted in the Asian community. Participants found the information very enlightening.

Questions from the forum were mainly centred on how Simon developed the relationship with the Casino and their host responsibility representative.

Hans Evert

**University of Auckland
Retired professor**

Family Resilience in Migrant Families

Refer to attached handout.

Hans Evert presented on family relationships, stating there is a real need to understand the family system and how all members relate to each other and outside influences and how migrant families need to adapt to their new environment.

Questions from the forum related to the difficulties presented by having families split between two countries and the different support and leadership in Asian families.

Hannah Crump

**Health Sponsorship Council
Manager Problem Gambling**

HSC Branding and Resources

Workshop: Making the Problem Gambling brand more visible, getting the message on problem gambling to the Asian communities, using the problem gambling brand and attaching Asian messages to it.

Discussion - Where to advertise, how to advertise to maximise coverage
- Language difficulties, different languages within Asian community.

Various Asian Radio and TV stations, Asian specific websites and newspapers and church groups were noted as areas to target.

The forum agreed the consumer voice would be valuable in communicating with Asian communities.

Asian service providers were to approach consumers and discuss participation and sharing their stories to the community.

Marie Knight

**Department of Internal Affairs
Senior Gambling Inspector**

Loan Shark Issues in Sky City

Refer to power-point on website.

Marie Knight gave a short summary about the DIA, about the organisation and their purpose. This was followed by their work with the Asian Police Unit and issues highlighted by the TVNZ programme screened on "Sky City Casino and loan sharking". Marie covered challenges for the DIA around the fact that loan sharks and private lending are not illegal, how to identify the loan sharks as they have now moved off site, and the lack of reporting of licensed venues not complying with the regulations.

Questions from the forum covered safety and threats, can the DIA help with reviewing and changing laws and regulations, improving monitoring of self exclusions, and age restrictions on lotto.

**Problem Gambling Team
Public Consultation**

**The Ministry of Health
Preventing and Minimising Gambling Harm
2010 - 2016 (Draft Strategy)**

The Ministry of Health presented on the Consultation Document, stating the importance of the Asian service providers and communities to write submissions. The floor was then opened to questions.

Topics raised included:

- Lotto - age restrictions, prize pool and jackpot reduction/regulations, advertising restrictions
- Networks to help inform migrants about problem gambling
- Referral and verification of clients visits to Casino
- Little recognition from Ministry of Health on brief intervention work done by Asian service providers
- Clarity around brief interventions
- Minimal support from Ministry of Health for Asian Helpline - money inadequate to pay for one FTE, with multiple languages to deal with
- No specific data on Asian clients from helpline as combined with main stream clients
- On line gambling not addressed in document
- Need to improve data on CLIC

- Need to know and understand more about devolution to DHB's/super city impact?

The Asian service providers welcome and applaud the move towards more weighting for Public Health

Need to do Asian Research - mainstream research does not reflect Asian communities; numbers represented are not large overall but large representation within Asian communities

Casino/host responsibility - improve monitoring of self exclusions/one register for all venues - multi exclusions

Guideline to be set on process for self exclusion - presently not clear

Pokie machines displaying near misses on wins - should be banned

The feedback from the participants on the consultation was positive and all participants felt the interaction with the Ministry of Health and Department of Internal Affairs was extremely valuable and educational.

Day One finished with an hour for networking - Nibbles supplied by NCS

Day 2: Thursday 23rd July 2009

ABACUS CLINICAL TRAINING

A pre-survey was conducted to ensure that the training best fits the needs of the Asian problem gambling practitioners. The programme was designed to target the topics prioritised by the participants.

Sean Sullivan and Mike Goulding co-presented.

Written resources were provided to those attending the forum including copies of the power point presentation for on going use - Refer to website for copies.

The forum was attended by a Ministry senior contract manager, Derek Thompson, who was on hand to answer any relevant questions. The morning session was on Motivational Interviewing and the afternoon session was on Cognitive Behaviour Tools. Both sessions were completed within the time frame, were interactive and allowed time for questions to be thoroughly discussed.

Items that were raised throughout the day:

- Understanding Asian clients - does it make a difference?
- Lack of information for clients/not visible where to go for help
- Language Barriers
- Where or when will Abacus give training for advanced skills?
- Participants would like more role playing practice
- Would like introductory session on IDT

Closing -

Gus Lim - Problem Gambling Foundation of New Zealand - Asian Services
Thanked the presenters, participants and the facilitator for taking part in the National Asian Forum and for making it a great success.

Oraeki Kaumatua - Bob Hawke closed with karakia.
Arohanui Hawke - finished by leading the forum in a waiata.

EVALUATION

An evaluation form was given to all participants on the first day from the National Coordination Service and on the 2nd Day from Abacus.

The forum was generally well received according to feedback and evaluations.

All participants that completed evaluations thought the time spent attending the forum (both days) would help them with their work and would recommend attending the next PG National Asian forum. The venue was excellent creating a warm and welcoming atmosphere and the refreshments and meals (Asian dishes) provided by The Salvation Army East City Corps were delicious.

Eleven responses were received from a possible 25 for the NCS overall evaluation and they are summarised below.

Responses recorded as a percentage based on the 11 evaluations received.

	Excellent	Good	Fair	Poor	Abstain
Forum as a whole	64%	18%			18%
Venue	82%	18%			
Location	36%	64%			
Helpfulness of forum organisers	73%	27%			
Availability of information prior to forum	28%	45%	18%		9%
Registration process	9%	73%	18%		
Accommodation recommended	9%	9%			82%
Food at forum	64%	27%			9%
Did the Forum meet your needs and expectations overall	36%	64%			
Did the Forum Inspire you	36%	64%			
Content of Day 1	82%	18%			
Quality of Day1	82%	18%			
Content of Day 2	36%	28%	9%		27%
Quality of Day 2	36%	28%	9%		27%
Opportunities to update knowledge/skills in areas that are relevant to you	45%	45%	10%		
Opportunity to network with other providers and presenters	27%	45%	10%	18%	
Was information easy to understand Day 1	82%	18%			
Day 2	46%	18%			36%
Did it match your learning style Day 1	73%	27%			
Day 2	46%	9%	9%		36%
If English is your 2 nd Language was the information on Day 1 easy to understand	90%	10%			
..... on Day 2 easy to understand	55%	18%			27%

SUMMARY OF COMMENTS

Collated from the 11 respondents.

- **What were the highlights of the forum for you?**
 - Doctor Hans Everts – Presentation
 - Simon Tam – Presentation
 - Everything
 - Interaction with Ministry brilliant
 - Ministry Consultation, open discussion between MOH, DIA and forum)
 - The Clinical Training
 - Motivational Interviewing
 - Sharing and networking

- **What aspects of the forum could have been improved on?**
 - Could separate into small groups during discussion with Ministry (1 Ministry team member with each group, could have utilised time better)
 - Missing out on Asian research analysis – Dr Fiona Rossen - UoA
 - Presenters could have used microphone
 - More time in between sessions
 - More time for service providers to share their concerns – identifying key issues in their practice – how to network, work and support each other.
 - Day Two training too basic
 - Send out information/registrations earlier
 - Difficulties in email communication
 - Day two time keeping

- **Do you think time spent attending the National Asian forum will help you in your work?**
 - Yes, definitely
 - Inspirational and creates thirst for more knowledge, desire to put into practice
 - Very helpful and excellent update and information from DIA & MOH
 - Very good therapeutic training
 - New ideas, new people
 - Excellent focus on Asian issues and meeting Asian community needs

- **Are there any additional comments you wish to make?**
 - Thanks to NCS – brilliant job
 - Would love more training from ABACUS
 - More Asian community groups should attend this
 - Keep up with the good work
 - Good combination between workshop, consultation and training
 - Tiring having two training sessions in one day
 - Need different options beside MI and CBT
 - More planning time – to invite wider range in community
 - Thanks for the opportunity to have Asian Forum
 - Promote earlier – maybe have a Saturday so consumers, community leaders, or significant others can attend
 - Topic on ways to instigate changing legislation and policies.
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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 Asian specific training.