



Problem Gambling National Pacific Fono - June 2009

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.

The two day fono had a structured programme encompassing Intervention and Public Health service provider presentations and clinical workforce development training.

The fono was held at
The Jet Park Airport Hotel,
Conference Room Two,
63 Westney Road,
Mangere, Auckland.

On Wednesday 10th June and Thursday 11th June 2009

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

ATTENDANCE

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

- Gambling Helpline
- Problem Gambling Foundation
- Niu Development Inc
- Tupu - Pacific Alcohol and Drugs/Gambling
- Taeaomanino Trust
- Pacific Island Evaluation Inc
- National Coordination Service
- Ministry of Health
- Abacus
- Health Sponsorship Council
- The Salvation Army - Addictions Services

Plus

Tanu Tosu

Pacific Cultural Advisor

Total Participants 25

Refer attached Programme Schedule

DAY 1: Wednesday 10th June 2009

OPENING

The forum began at 9.15am with a Welcome and Lotu - led by the Matua, followed by introductions from all participants.

Carmela Petagna, Ministry of Health started programme by providing an update.

Topics covered:

Pacific Services -changes in providers / service delivery.

Tender for new Pacific service provider

New Six Year Strategic Plan and Three Year Service Plan - Consultation Process and submissions

Audit of all PG service providers occurring from July - September 2009

New Public Health WFD trainer should be on board by end of July 2009

Ministry website has been updated

Clinical Competencies Project

Successful General Provider Forum

Research Projects - Pacific, Maori and Asian RFPs out

PROVIDER PRESENTATIONS

Tupu - Pacific Alcohol, Drugs and Gambling Service

Pacific Intervention team

Welcome address

Kotoni Feao

Presentation

Malo Siliailai

See attached power point

Niu Development Inc

Pacific Public Health

Presentation

Mua' autofia Clarke

See attached Power point

Health Sponsorship Council

Workshop

Hannah Crump

Louise Mankelow

Develop brand and public awareness - visibility

Objectives: Increase knowledge and awareness, Increase discussion and debate

Resource needs and requirements for Pacific - discussed:

Using bags/what type/what messages to go on bags

Design to be used on bags

Concept to be developed by Louise and emailed out to providers for feedback.

Pacific Island Evaluation Inc

Presentation

Sala Johnston

History and development of Pacific Island Evaluation Inc - Sala gave an introduction on the organisation and how he became involved in the organisation

and discussed his work in public health promotion. They are in the process of upgrading their website - translating into different languages.

Taeaomanino Trust

Presentation

Louis Smith

Introduction on Taeaomanino Trust and his role and the place and importance of the church in problem gambling - Louis gave introduction on the organisation and an overview on the district of Porirua, the history behind gambling in the Pacific Island Nations and how it is used for fundraising. He talked about their involvement with the many churches in the area and the importance of the church to the Pacific Island Nations.

PGFNZ Pacific Team

Presentation

Rufo Pupualii

See attached power point presentation.

Health Promotion - Rufo highlighted the seven projects they are working on; corrections, domestic violence, aged community, youth, the local councils, Pacific people and other miscellaneous groups. Rufo emphasised the need to incorporate the Pacific way with stories, song and dance.

Gambling Helpline - Pasifika Line

Presentation

Hana Asi-Pakieto
Viliami Ahokava

Refer to attached power point presentation

The Matai gave a Pacific blessing and lotu at afternoon tea as he would not be present at the closing of the day.

Day One Closed - With Rufo Pupualii leading the fono in a group song.

ISSUES

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

Need for youth engagement

Need to evaluate services

Enhance Matai utilisation/role

Investigate prison population needs

Investigate family violence and problem gambling link

Elderly and how they are affected by problem gambling

Disabled persons and how they are affected by problem gambling

Sky City Websites

How to work with and/or implement workplace policies and funding policies

Dealing with clients in crisis and handover to clinicians

Data management and reporting to the Ministry of Health

OUTCOMES

All service providers were well represented and the two new comers were welcomed and thanked for their excellent presentations on their organisations and roles. The participants enjoyed the opportunity to network and share ideas. There was robust discussion around the issues and challenges faced and a platform was laid to build on at the next fono.

RECOMMENDATIONS

- Keep the Ministry of Health informed of successes and challenges being faced by providers
- Provide good documentation and evidence to support service delivery.
- Hold a planning day with representatives from each service provider to discuss and develop the programme for the next fono to ensure progress is continued.
- Clinical Training to be attended by clinical practioners only
- New Public Health work force trainer to attend next fono - present on crisis training and referrals

DAY 2: Thursday 11th June 2009

ABACUS CLINICAL TRAINING

To ensure cultural safety and to optimise training an Abacus Pacific consultant (George Browne) co-presented with an Abacus principal (Sean Sullivan) and the day's training was provided at the Jet Park Airport Hotel.

Written resources were provided to those attending, including copies of the power-point presentation for ongoing use. Refer attached.

The training day commenced with a Pacific blessing and lotu from George Browne. Then there were introductions from all the participants. The morning session was on co-existing conditions. The training and agenda for the day were not followed strictly as discussions took place around the intended topics.

Public Health counsellors and clinical practitioners attended the fono training and discussion took place on the following issues.

Issues Raised:

The importance of sharing/collaboration

Why do so many Pacific Island clients go to palangi service providers?

Referrals – clients not being referred to clinicians

Can Abacus help develop referral process?

Clients develop bond and confidence with counsellor and do not want to be referred

Safety – for consumer and clinician? Should male clinician work with female consumer?

What role does Matai play?

Need more Public Health workers

Need more clinicians for Pacific Island services and training to deal with crisis situations

Clinicians – do they follow the right protocols?

Pacific Island born versus New Zealand born – what issues does that present

OUTCOMES

- General consensus between all participants on the day was - the issues needed to be aired and discussed
- The session was beneficial to the fono
- The clinicians would like to see the agenda adhered to
- Valuable clinical training time was lost due to mixed attendees and focus of interest – in future a better balance of clinical and/or public health training will be delivered

RECOMMENDATIONS

- Clinical training – only clinical practitioners to attend Abacus training day

- Presentation/workshop required for public health to teach how to handle referrals and / or interaction with clinical workforce to best meet the requirements of the Ministry's service specifications
- Crisis training / tools to deal with suicidal behaviour

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 fono (both days) would help them with their work and would recommend attending the next PG National Pacific Fono. The venue was excellent creating a warm and welcoming atmosphere with a Pacific feel.

Nine responses were received from a possible 18 for the NCS overall evaluation and they are summarised below.

Responses recorded as a percentage based on the 9 evaluations received

	Excellent	Good	Fair	Poor	Abstain
Fono as a whole	56%	22%	11%		11%
Venue	56%	11%	33%		
Location	78%	11%	11%		
Helpfulness of forum organisers	67%	33%			
Availability of information prior to forum	45%	55%			
Registration process	45%	55%			
Accommodation recommended	33%				67%
Food at forum	78%	22%			
Did the Fono meet your needs and expectations overall	33%	11%	33%		23%
Did the Fono Inspire you	45%	33%	22%		
Content of Day 1	33%	11%	11%		45%
Quality of Day1	33%		22%		45%
Content of Day 2	45%				55%
Quality of Day 2	33%	11%	11%		45%
Opportunities to update knowledge/skills in areas that are relevant to you	45%	22%	22%		11%
Opportunity to network with other providers and presenters	67%	33%			
Was information easy to understand Day 1	33%	23%	11%		33%
Day 2	45%		11%		44%
Did it match your learning style Day 1	45%	11%	11%		33%
Day 2	55%				45%

If English is your 2 nd Language was the information on Day 1 easy to understand	22%	11%			67%
If English is your 2 nd Language was the information on Day 2 easy to understand	11%	11%			78%

These comments are collated from the 9 responses received

- **What were the highlights of the forum for you?**
 - Networking (local, regional and national)
 - Bridging gaps between Public Health and Intervention
 - Community involvement
 - Discussing different Pasifika processes and relevant factors in engagement
 - Update and feedback from other service providers
 - What works with Pacific families, new perspectives/insights
 - Knowledge sharing
 - New faces
 - Passion about Matua involvement
 - Celebration of success of all Pacific service providers
 - Work achieved by Niu Dev in the Pacific Community
 - Meeting the new coordinator

- **What aspects of the forum could have been improved on?**
 - Time keeping from some organisations doing presentations
 - Keeping on track – relevance to discussion
 - Case studies – should have been presented – services did not prepare adequately and content was not relevant to case studies
 - Some material repetitive – need to make progress
 - At times boring – need to introduce fun – song and dance
 - More interactive and responsiveness
 - Time keeping needs improvement – noted that it is difficult for facilitator to monitor in a culturally correct way
 - Not necessary for afternoon prayer
 - Two many presentations 1st day
 - Day 2 need to get through the power point – too much irrelevant talk
 - Need strategic direction

- **Do you think time spent attending the National Pacific Fono will help you in your work?**
 - Very rich and full of ideas to implement into our services and work force, especially holistic approach
 - Yes, worthwhile
 - Networking excellent
 - Relationship building
 - Need to hear updates – good especially from Ministry of Health and Health Sponsorship Council

- **Are there any additional comments you wish to make?**
 - Thank you to the organisers
 - Well done Lisa and Michelle – superb job

Like the venue and hospitality
Budget and time restrictions will limit participation next time
Enjoyed the Resources workshop
Encourage quiet attendees to participate in discussion – they are valuable
Good to hear all perspectives
Disappointed after morning tea we did not stick to the agenda
Need to inject more of the Pacific way
Overall well done – looking forward to next fono
Change of area – maybe Hamilton to get away from location?