



Problem Gambling National Asian Forum Thursday 6th and Friday 7th May 2010

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 forum was held at
Sorrento in the Park
670 Manukau Road,
Royal Oak, Auckland.

The focus of the 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

ATTENDANCE

The forum was attended by all Ministry funded Asian service providers and other Asian stakeholders (including presenters and guests) totalling 46 participants.

- Problem Gambling Foundation - Asian Services
- The Salvation Army - Oasis Centre - Auckland
- Waitemata District Health Board - Asian Mental Health
- Waitemata District Health Board - Asian Health Support Services
- Waitemata District Health Board - Child Development Service
- Massey University
- Community Alcohol & Drug Counselling Service (CADS)
- Ministry of Social Development - Work & Income
- Chinese New Settler Services Trust
- Auckland Regional Public Health Service
- Pathways Health
- The Asian Network Incorporated
- Manukau Institute of Technology
- Centre for Asian Health Research & Evaluation - UoA
- The Salvation Army - National Addictions Services
- National Coordination Service
- Ministry of Health
- Abacus
- Te Kakano
- Health Sponsorship Council
- Department of Internal Affairs

Total Participants 34 Day One

Total Participants 31 Day Two - Clinical Training

DAY 1: Thursday 6th May 2010

OPENING

The forum began at 8.00am with a breakfast session.
John Wong welcomed all the participants.

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

Introductions:

Each participant gave a short introduction, which was followed by the keynote speaker.

Keynote

Dr Amritha Sobrun-Maharaj Director, Centre for Asian Health Research & Evaluation, University of Auckland (UoA)

The Impact of Gambling on Asian Families & Communities

Refer to attached power point on website.

Dr Sobrun-Maharaj keynote speech was on a new research project being undertaken by the Centre for Asian Health Research and Evaluation, UoA in partnership with Problem Gambling Foundation of New Zealand. The research is titled 'The Impact of Gambling on Asian Families & Communities'. The aim of the research is to gather knowledge and understanding of the issues and impacts of problem gambling on Asian families and communities. This research will assist with the development of effective primary prevention measures and policy initiatives. It is the first study of its kind to discover this in depth data on Asian communities.

PRESENTATIONS

Refer to power-points for all presentations on NCS website.

**Stephen Balmer
Luanna Ross**

**Department of Internal Affairs
Department of Internal Affairs**

DIA - Multi Venue Exclusion - Update

Stephen Balmer's presentation opened with an introduction to the concept re multi venue exclusions. He included current multi venue exclusion initiatives in operation and the different processes used by each, the new initiatives being undertaken and finished with an overview of sector involvement, roles and ownership.

New Zealand Police -

This presentation was cancelled due to the presenter becoming unwell.

John Wong

**Problem Gambling Foundation of New Zealand
- Asian Services (PGFNZ Asian Services)**

An Integrated Approach - Public Health - to Asian Communities on Problem Gambling

John gave an overview on PGFNZ - Asian Services. John spoke of their history, the development of the service and challenges they have overcome. He spoke about the holistic approach needed when working with Asian communities, the importance of education, and raising awareness. He highlighted the successful Gamblefree day activity, a family meal at local restaurants, which incorporate team work and community action. There is a need to restore balance & harmony in migrants lives.

Wenli Zhang

**Problem Gambling Foundation of New Zealand
- Asian Services (PGFNZ Asian Services)**

Using Interactive Drawing Therapy with Chinese Problem Gamblers

Wenli's presentation covered the meaning of gambling for Chinese gamblers and counselling Chinese problem gamblers. This was followed up with an introduction to Interactive Drawing Therapy (IDT) and how it is used at PGFNZ - Asian Services with Chinese clients. Wenli demonstrated the benefits of IDT with examples from two case studies.

Hannah Crump

Health Sponsorship Council

Health Sponsorship Council - Update

Hannah gave an update on the work undertaken at present by the Health Sponsorship Council (HSC). Their overall strategy, Kiwi Lives video, website information and key messages for the next Gamblefree Day were covered. A discussion was then held on resources. What was needed and most useful for Asian clients? The Asian staff would like bags with Asian messages on them. The flag pen was not popular as it does not last long enough. Tissue bags or purse carry pack with key messages on would be popular for Asian people. Small and discreet, that can be placed in the pocket or bag.

Hannah finished her update with a viewing of the DVD that HSC is finalising which will be available to use as a health promotion tool or within the treatment process.

Te Kakano

Public Health Training Workshop

Ruth Herd & John Wong

Ruth gave an overview of Te Kakano, explaining that public health has two main aspects, policy and what happens at the community and people level. Ruth gave a thorough explanation on the Te Ngira Gambling and Public Health Workplan including the ABCDE and People System Planning models. The presentation finished with the Te Kakano three step process.

John Wong followed this with a demonstration on how this process could work using PGFNZ - Asian Services Gamblefree Day logic model.

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

Ministry of Health Update

Derek Thompson gave an update from the Ministry of Health:

Carmela Petagna and Derek are working on renewing service contracts 2010 - 2013. The levy should be decided on and announced by the end of May.

The Ministry website has been updated with 2009 data.

More problem gamblers are seeking help. There has been an increase of 25% in clients accessing intervention services for the 2009 calendar year. Almost 70% of clients presenting in 2009 were new clients. There are approx 1138 individuals identified as East Asian recorded in the CLIC System, which translates to 6% of the problem gambling sector for the period.

John Wong closed the day, thanking all the presenters and participants for their enthusiastic, positive input making the day a very enjoyable learning experience.

ISSUES:

- Loan Sharking and Violence - What can the DIA and police do about this issue and how can they better support the client and families?
- Who is responsible for self exclusion orders? Compliance issue re self exclusion orders - What happens when pub ownership changes?
- Resources - Lack of useful resources reflecting the Asian communities
- Lack of appropriate training on cultural and language differences/issues

EMERGENT ISSUES:

- Safety for problem gambling counsellors, clients and families when loan sharks are involved

RECCOMENDATIONS:

- Casino Host Responsibility Programme - there is a need to have a third person involved (independent person, not staff member)
- Referrals to treatment providers should be made compulsory as part of Host Responsibility
- Ensure Police are available and attend next forum
- Ensure consumers attend and extend invite to them to speak at next forum
- Encourage better collaboration and raise awareness with other organisations involved with Asian communities on problem gambling - workshop for next forum

DAY 2: Friday 7th May 2010

Refer attached Programme Schedule.

Day Two began at 9.00am

Graham Aitken

Problem Gambling Foundation of New Zealand

'Xclusion System'

Graham Aitken gave a presentation on a new system being produced by PGFNZ which will be offered to Class 4 venues, pubs and clubs. This system will be a national electronic data base for all self exclusion information. Organisations and their staff (who have the Xclusion system) will have access to any information entered into the data base from all other Xclusion members re all clients registered on the nation wide data base.

The client fills out a self exclusion form, it is entered into the data base where it is checked and approved. The site will have a moderator, who will check and approve the self exclusion notice, banning will happen automatically. All the relevant data needs to be collected and then it needs approval.

It is still in the development stage, a camera will be included with the system so a photo of the client can be introduced to the data. A trial of the system is still to be undertaken and an implementation programme is still to be rolled out.

For more information please contact Graham Aitken at PGFNZ

ABACUS CLINICAL TRAINING

Sean Sullivan and Sharlene Wong

A meeting was held with team members from PGFNZ - Asian Services and the National Coordinator 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.

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 working with mandated and difficult clients. The afternoon session was on personality disorders. Both sessions were completed within the time frame, were interactive and allowed time for questions to be thoroughly discussed. The morning session included role playing which proved to be a highlight of the day and was very valuable to all participants.

CONCLUSION

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

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.

Twelve 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 12 evaluations received.

	Excellent	Good	Fair	Poor	Abstain
Forum as a whole	42%	50%			8%
Venue	92%	8%			
Location	92%	8%			
Helpfulness of forum organisers	67%	25%			8%
Availability of information prior to forum	58%	42%			
Registration process	42%	50%			8%
Accommodation recommended	25%	8%			67%
Food at forum	76%	8%	8%		8%
Did the Forum meet your needs and expectations overall	42%	42%	16%		
Did the Forum Inspire you	42%	42%	16%		
Content of Day 1	25%	51%	8%		16%
Quality of Day1	16%	68%			16%
Content of Day 2	42%	16%			42%
Quality of Day 2	42%	16%			42%
Opportunities to update knowledge/skills in areas that are relevant to you	34%	42%	16%		8%
Opportunity to network with other providers and presenters	51%	25%		8%	16%
Was information easy to understand Day 1	50%	42%			8%
Day 2	25%	16%	8%		51%
Did it match your learning style Day 1	34%	58%			8%
Day 2	34%	16%	8%		42%
If English is your 2nd Language was the information on Day 1 easy to understand	59%	25%			16%
..... on Day 2 easy to understand	42%	8%	8%		42%

SUMMARY OF COMMENTS

Collated from the 12 respondents.

- **What were the highlights of the forum for you?**
 - DIA presentation and discussion
 - Gambling day Campaign – John Wong
 - Case Study – Wenli Zhang
 - Public health training – Discussion on ABCDE Model
 - Motivational Interviewing
 - All presenters
 - Personality disorder training – we need more and more practice
 - Clinical topics
 - Research Project – Impact of Gambling on Asian Families
 - Being invited to attend the forum

- **What aspects of the forum could have been improved on?**
 - More discussion on developing Asian model of counselling instead of academic model
 - Presentations from different agencies on clinical work
 - Handouts for all the presentations would be great
 - Whiteboard hard to read because of light
 - Handouts should be double sided and larger printing
 - More workshops/time allocated to cultural issues relating to the intervention process
 - Shorter time for afternoon presentation
 - Invite more providers that deal with Asian clients outside gambling e.g. providers dealing with other issues that may have connection with problem gambling e.g. family violence
 - Too much repetitive input – this is good but for more experienced clinicians it is not enough new info. Recycling is good but only for environmental issues

- **Do you think time spent attending the National Asian forum will help you in your work?**
 - Yes, definitely x 5
 - Very good, useful to my work
 - I would like to see more of this interactive style training – excellent

- Yes, it develops more understanding of problem gambling industry in the Asian sector
 - Good for networking and support
 - Definitely
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- **Are there any additional comments you wish to make?**
 - Link more mental health and social service agencies into the forum
 - Develop an Asian mental health/Addictions/Gambling network
 - Have regular meetings
 - Issues related to workplace development also need to be included
 - More consumer voice needs to be heard
 - Consumer presentation
 - Good facilitation
 - Good information
 - Invite more organisations e.g. WINZ, Housing NZ, Migration service providers, family violence, mental health, CMDHB, WDHB, ADHB, CAYAD, CAB, ARMS, Family Start, etc to raise awareness and address issues.

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 feed back to the Ministry of Health And will be considered in the planning of future fora and related Asian specific training.