

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 Two | Autumn 2009

In This Issue

Tupu Alcohol and Drug/ Gambling Pacific Services	2
New Problem Gambling Service For Dunedin	3
Exclusion/Inclusion: Getting it to Work.....	4
Problem Gambling Foundation Restructure	5
Why Local Council Gambling Reviews are Important.....	6
Workplace Solutions– Reducing Gambling Harm in the Workplace	7
An Update on Kiwi Lives Stage II and HSC Resources....	8
Successful Promotion of Problem Gambling Resources	9
The Gambling and Addictions Research Centre at AUT University.....	10
Gamblers Spent a Little More in 2007/08	12
What Essential Knowledge, Skills and Attitudes do we need?	13
Ministry of Health	14
Calendar of Events	16

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

Lisa Campbell-Dumlu
Problem Gambling National Coordination Service

Tena Koutou Katoa, Warmest Greetings!

As you are all probably aware by now, Vienna Richards (National Coordinator) is unfortunately on extended sick leave. Thank you to everyone that has sent messages of support - these have been passed onto Vienna. In the meantime, I have picked up the role with invaluable support from The Salvation Army National Addictions Office. Please bear with us through this interim period.

Since the last newsletter in December 2008, the National Coordination Service has been focused on organising the **Problem Gambling National Provider Forum which will be held in East Auckland on 1st, 2nd and 3rd of April 2009**. By now you all should have received information on this exciting national event, where providers and key stakeholders from Aotearoa will come together to share their knowledge and experiences to inform, update, motivate and inspire. If you have not registered please get in quickly (Closing date 20 March) and pass the word on. For further information please contact me.

We would like to thank all those people and organisations that have sent in articles for this newsletter edition and supported and helped this service to organise the Forum.

Finally, we are aware that the next National Māori Hui and Pacific Fono are drawing closer and are seeking expressions of interest from providers who would like to be on the organising committees for each of these events.

Again, this quarterly newsletter is your newsletter. So we welcome your contribution, suggestions and ideas. It's an opportunity to profile the work of your service or debate weighty issues relevant to the sector. Go ahead and send your thoughts. Or pick up the phone and call us.

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.

Interventions...

Tupu Alcohol and Drug/ Gambling Pacific Services

Josephine Gray

**Fakaalofa lahi atu, Malo e lelei, Talofa lava, Kia orana,
Nisa bula vinaka, Taloha Ni
and warm Pacific greetings to you all.**

Tupu have continued helping our Pacific families affected by problem gambling within the Auckland region. The Tupu service is under the Pacific mental health and addictions umbrella of Takanga A Fohe Services (Tongan meaning is Unions of oars), within the Waitemata District Health Board. Our two dedicated problem gambling workers, Kotoni Feao (Tongan) and Malo Silailai (Samoan), are working towards improving access for affected gamblers and families.

One of our Pacific problem gambling workers, Lealofi Sio, resigned from Tupu in March 2008 and has taken up a Project Management position with Counties Manukau. Tupu continues to work collaboratively with Pacific public health and other intervention services within the region.

TUPU offer support services that are free and confidential to Pacific People and families affected by problem gambling and alcohol and drug misuse.

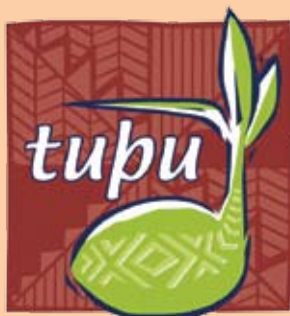
We offer one to one counselling (Talanoa) and group support. If you feel comfortable, we can visit your home and have a friendly talk about ways we can support you. From time to time we can arrange education 'facts and affects' sessions.

TUPU can accommodate the language, cultural needs, age and gender requirements for Pacific people engaging with our service.

TUPU aims to train all Tupu staff to work with people impacted by gambling and to network once a fortnight with community providers and agencies. TUPU plan to re-connect with Niu Development (Pacific Gambling Health Promotion Provider) to further establish networks with Pacific providers in the field of problem gambling. We have named this network meeting "Niu Tupu" (young coconut seed) and have planned to meet once every three months.

Tupu will be presenting at the first Inaugural National Pacific Recovery Conference at Waipuna, Auckland, on 27th & 28th May, 2009.

You can contact us at TUPU on
(09) 845 1810 or fax (09) 845 1840.



New Problem Gambling Service for Dunedin

Chris Watkins, Judy Clarke and Glen McLennan
The Salvation Army Oasis Centre, Dunedin

The Salvation Army Oasis Centre for Problem Gambling in Dunedin, in association with Te Roopu Tautoko Ki Te Tonga, has developed a new service in Dunedin to help prevent or minimise the negative consequences of gambling for particularly vulnerable people in our community.

Multi-Venue Self-Exclusion Initiative

In the past, self-exclusion from gambling venues has required people to approach each venue individually to complete an exclusion order and supply a photograph. With 53 venues in the Dunedin area, this was a significant barrier to people using this mechanism to protect themselves from problem gambling.

To make it easier for clients to exclude themselves from multiple venues, we are now able to co-ordinate the process on their behalf. After an initial meeting with the client, an Oasis counselor completes the necessary paperwork, organises a suitable photograph and forwards these to the selected venues. This is done at no cost to the client.

The initiative was prompted by clients needs and is modeled on the great work ongoing in multi venue exclusion in Nelson, Queenstown and Invercargill. We completed the consultation phase with the Dunedin Casino, Class 4 society managers and the DIA in November last year. The initiative kicked off in December and we have been approached by a steady number of clients over the last 2 months who have appreciated the support of the new service. One client commented "I feel so relieved knowing that I'm excluded from every gambling venue in Dunedin, I have to deal with my problems in a new way".

The response by the gambling industry has been positive with a 70% return rate of completed exclusion forms from the venues within 2 weeks. With some follow-up calls to those non-participating societies and venues we have full support and city wide self exclusion for those who have taken up the offer.

The greatest flow on effect has been the building of a relationship with the gambling industry and especially the dialogue with the venue managers, who on the whole, know their customers and are fully aware of who is having problems.



We are confident that by having this partnership, vulnerable people will be supported by the venue staff to seek appropriate support from The Oasis Centre or other services. Venue staff now have referral forms to direct appropriate customers to access our service and we are expecting to be involved in host responsibility training programmes in Dunedin.

The many hours spent telephoning Society Managers and meeting with the DIA and the Dunedin Casino has definitely paid off. At times the discussions have been robust and uncomfortable, but we feel the message of the importance of joint community responsibility to protect the most vulnerable members of our community, is being accepted. After all, the people of Otago have a reputation for a -neighbourly spirit and for looking after each other.

Exclusion/Inclusion: Getting it to Work

Mathew McMillan,

Te Kahui Hauora o Ngati Koata Trust

Working for Te Kahui Hauora O Ngati Koata Trust (Nelson) has provided me with the opportunity to do some productive mahi, within my Clinical and Public Health roles. The following provides a brief description of one of our success stories; the use of Exclusions.

Aotearoa's Gambling Act 2003 has been a unique approach to addressing gambling-related harm, as it takes a Public Health approach to problem gambling and allows for a range of interventions and strategies that are difficult to instigate elsewhere in the world.

Being able to provide effective and appropriate interventions for those affected by problem gambling requires that the main players – the regulators, the appellant body, the industry and the organisers and providers of Problem Gambling Services form some sort of 'common ground'. That is, a degree of involvement and collaboration between all the parties.

In the Nelson-Tasman area we have been able to support problem gamblers by recognising the need to have an active degree of collaboration with the gambling industry. Below is a brief outline on how this has worked, what has been required, and some of the results.

Exclusions and getting it to work in the Nelson-Tasman Area

Many countries have rules for self-exclusion from gambling venues. This is typically intended for self protection against problem gambling and involves a pre-commitment not to gamble. Overseas studies show that self-exclusion is typically viewed as a late stage treatment and gamblers identify a lack of enforcement as the main contributor to its not being effective.

In New Zealand, problem gamblers can exclude themselves and some gambling operators can exclude individuals from their gambling areas. This is written into statute and is enforceable.

The majority of exclusions have been from casinos and 'non-casino pokies', though it is possible to use a form of exclusion for other forms of gambling.

In Nelson-Tasman we have been supporting clients to complete exclusion orders for non-casino pokies since 2003; supporting over 50 clients with 14 current clients using the exclusion process effectively. The process of the exclusion starts with the initial intake/assessment when we discuss the range of things we can provide. We tend to find that problem gamblers often have a history of coping in positive ways, so a lot of what we offer is normalising what they are



facing and providing some options. We find that treatment includes whanau as it's more successful if clients have some support. Treatment may include information giving, problem solving, planning on how to deal with triggers for gambling, how to involve family, desensitisation, medication and, self exclusion. The exclusion tends to be one of the 'big guns' and we don't tend to use it unless we have tried other options and the client requests it.

The basic process once a client asks for an exclusion is:

- Counselor discusses process, gambling law and venues to be excluded from. Discuss fact that if there is a breach, we may need to take some action. This may involve talking to a venue/s, talking to the DIA or, laying a formal complaint with the DIA.
- Written information about exclusion is given to the client.
- Letter/s signed and photo taken.
- Client provided with copy of information and letters posted out with information for venue operator.
- Follow-up appointment made.

Over the last few years we have found that we have gained a good understanding on how to use the exclusions in the most appropriate manner. We have also learnt about what makes it work.

For the majority of the exclusions we:

- Send out to all venues in the area (a blanket ban tends to work best for most clients).
- Ask for a 6month ban. The tendency was to go for the 2 year maximum exclusion but we find that a shorter period makes sure clients are more aware of the exclusion and more likely to contact the service prior to the exclusion expiring.
- Provide a large A4 sized colour photo of the client with basic details such as height and date of birth.

What we have found is the key to making this work, is developing a good relationship with the local industry/venues. Of course this wasn't easy at first. We found we had a low return rate of the exclusion orders from the venues and when we went around all venues to have a look, several threw us out! We have worked on this and now have a good relationship with the local HANZ representative who operates several venues, and have a good relationship with a couple of the major trusts who operate in the area who have asked us to provide input into their venue training. We have found that it is important to provide the venues with clear, simple information and clearly state the process if we are informed of a breach. We have found that the exclusions work well for those who are highly motivated to change their gambling pattern, not those who are trying to 'get back at the venue'. We have also found that we will only contact the DIA if there has been a 'significant breach'. Often a simple call to venue staff to remind them of an exclusion if a client does have a 'slip' is a positive outcome.

Exclusion from Lotto?

More recently we have also been able to apply this exclusion concept to someone whose main form of gambling is Lotto products. This is not covered in the Gambling Act but we had a client who had problems with easy access to his form of gambling; having several Lotto outlets around where he lived. We developed a plan with the client where we provided the majority of Lotto outlets in the area with details of the man (who they all recognised) and asked one venue to help restrict his spending by

helping him keep a weekly tally of his use. The other venues we asked to remind our client if he came in, that he has made the decision not to buy any Lotto products from their outlet for a couple of months. We have only done this recently, but have found all the Lotto outlets to be supportive - it's working so far and the client is very relieved.

If you have any questions, would like some further information/ training on such things as exclusions/ comprehensive assessments, please contact us. Below are links to some further information about exclusion orders:

http://www.pgfnz.co.nz/files/self_exclusion_notices.pdf

[http://www.dia.govt.nz/diawebsite.nsf/Files/Exclusion_order_guide/\\$file/Exclusion%20Orders.pdf](http://www.dia.govt.nz/diawebsite.nsf/Files/Exclusion_order_guide/$file/Exclusion%20Orders.pdf)

Contact Information:

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Interventions /Public Health...

Problem Gambling Foundation Restructure



Graeme Ramsey,

Problem Gambling Foundation of New Zealand

With the appointment of a new CEO, Graeme Ramsey, PGF undertook an examination of its management functions. The aim was to align the PGF structure with our funding and overall aims and to achieve:

- An emphasis on clinical service development
- A focus on quality in everything that we do
- A continued emphasis on a public health approach to problem gambling in line with an integrated health model.

To achieve this, senior roles were redefined. A new role, of Clinical Practice Leader, was introduced. These new roles have responsibilities for clinical service delivery in each of the four main centres that PGF operates in.

Our continuing challenge is how to operate an effective national service to ensure that gamblers have access to help across New Zealand.

PGF remains committed to its task of eliminating problem gambling harm and believes that the new structure is already showing improvements in how we meet this objective.

Graeme Ramsey

Chief Executive Officer

Problem Gambling Foundation of NZ

Why Local Council Gambling Reviews are Important

David Coom, Problem Gambling Foundation of New Zealand



From a public health / health promotion perspective, the three yearly cycle of councils reviewing their gaming policies are really important as they provide a wonderful ongoing opportunity to keep the issues alive and in front of the community.

The Gambling Act 2003

requires Territorial Local Authorities (TLAs) to adopt a class 4 venue policy for its district, and also to adopt a venue policy for TABs as well.

If TLAs decide to roll over an existing policy, then they are not required to consult. However, Section 101 of the Act requires TLAs to use the special consultative procedure to develop or amend their policies. This means that communities have an opportunity to express views and have the opportunity to be heard in person to explain their thinking over the availability of non-casino gaming machines and presence of TABs in their districts.

The Problem Gambling Foundation of New Zealand (PGF) over the last three years has submitted to every Gaming TLA review held. PGF believes the TLA process and reviews are not only an opportunity to engage the TLA in a dialogue about Class 4 gambling, but more importantly give a real focus to get the community involved in having a say on their councils Gaming Policies.

The only way that PGF is successful in its endeavors to influence TLAs in taking a more restrictive position on Class 4 growth is through:

- a) Having accurate and up to date information. It is critical that it not only gives a national perspective, but more importantly the local perspective. It is very easy to engage a specific community when you can tell them the net loss to their community through pokies.
- b) For PGF, the real success comes when we are able to develop strong collaborative working relationships to advance a campaign in a TLA.

Whilst we may want a particular outcome, it is far more important that the community is engaged in the debate, and that takes a big effort by a large number of organisations.

For example, Waitakere City is reviewing its Gaming policy and Waitakere Action Group, OASIS, Hapai Te Hauora Maori Public Health, and PGF have been operating as a core group. However, by the time the submissions are all in, many other groups from the Pacific Island, Asian, Maori and European communities will have contributed.
- c) Wherever possible, PGF and its partners try to use a community development, health promotion philosophy for engaging the community in the submission process. This means ensuring the community has understandable and accurate information and that the submission process itself is de-mystified.
- d) It has also been crucial for people who have been hurt by pokies to feel they have the opportunity to talk about this to their local council. This has been an effective approach and many council hearings have been greatly moved by personal stories. It can also be a powerful therapeutic development for someone who has historically been in a victim role to the pokie machines.

Whilst the Gambling Act 2003 is far from perfect, it does give the community the opportunity to let their council know what they think about pokie machines. The general support from other service providers in the gambling sector, other NGO's, and the general community has been overwhelming. Other advantages of this work are that communities become more aware of gambling as an issue, and it also enables people who are affected by gambling to hopefully seek help.

PGF looks forward to continuing this work and can only do it well in a spirit of partnership and collaboration.

Workplace Solutions – Reducing Gambling Harm in the Workplace

Hauora Waikato Group

As a 'good employer', Hauora Waikato Group attempts to provide an environment and conditions that are fair and reasonable which potentially:

- attract and retain employees
- improve productivity and innovation and utilise the talent, creativity and energy of employees
- meet the needs of diverse customers, clients and members of the public
- diversify business management style
- improve organisational reputation
- ensure legal compliance and reduce risk.¹

Contracted to provide public health and intervention treatment services to prevent and minimise gambling harm, Hauora Waikato Group sought to develop strategies which actively contributed to reducing gambling harm in the workplace. Previous research undertaken with Te Kimihanga Research Unit, Rapu ki Rua Institute² identified three key determinants in the development of gambling harm: means, motive and opportunity. Building on the solutions focussed approach underpinning our public health programme, it was decided to develop a policy which encouraged employers and employees to take responsibility for reducing gambling harm in the workplace. As work commenced it was identified that the policy required additional support in the form of a toolkit.

The resulting toolkit and policy were developed to raise awareness of gambling harm, articulate the organisational position on gambling and identify opportunities/avenues to support employees affected by gambling harm.

Some elements of the draft workplace policy presume a certain level of organisational infrastructure. However, the policy has been designed to be adapted as appropriate.

In preparing the policy document and toolkit, Hauora Waikato Group undertook an environmental scan of the organisation to identify opportunities to reduce potential gambling harm and limit gambling opportunities in the workplace. Strategies identified included:

- blocking internet access to gambling related activities including Lotto;
- including gambling harm awareness training in the orientation programme for new employees;
- undertaking the Hihiri-a-Nuku Gambling Harm Minimisation Programme³ for Professionals with current staff members;

The policy and toolkit identify a range of additional areas and strategies to consider including risk management and the development of internal/external support mechanisms.

These resources were gifted to the Ministry of Health for distribution to providers/organisations who may be interested in developing or adapting the resources for their own use.

Hauora Waikato Group's commitment to continuous improvement has highlighted areas to build on the progress to date in developing and supporting workplace solutions. To this end, we are developing a suite of solution focussed modules to support gambling harm prevention and minimisation in a range of settings.

For further information on the toolkit and policy, please contact the Ministry of Health.

¹ www.neon.org.nz

² *Rapu ki Rua Institute is a Registered PTE which provides workforce development training.*

³ *A practicum based professional development package developed in conjunction with Rapu ki Rua Institute.*

An Update on Kiwi Lives Stage II and HSC Resources

Hannah Booth, Health Sponsorship Council

Kia ora koutou,

I have now been at the HSC for five months! I'd like to thank all of you for making me feel so welcome in the problem gambling sector - it's been great to have all your support. I am thoroughly enjoying my new role. Now that the hectic development of Kiwi Lives Stage 2 is behind us, I am getting the chance to know the sector better. For those of you that I haven't yet met, I'm looking forward to the opportunities to work together this year.

Development of Kiwi Lives Stage 2

We understand that a few stakeholders were interested in the development and consultation process for the Kiwi Lives Stage 2 television commercials.

While results from research on the impact of Kiwi Lives 1 showed that people understood the message that many New Zealanders are affected by gambling, it also indicated that the majority of people did not feel 'more able' to do something about it.

In response to this our creative agency came up with a range of concepts that were tested with a variety of audiences. The concept testing, undertaken by an independent research company, was used to trial the TVC concepts with an appropriate mix of audiences - including problem gamblers, Maori, Pacific and Asian audiences. In addition, HSC staff members met with a number of stakeholders to ensure there was also an opportunity for sector feedback on the concepts. Based on the findings, the concepts were refined and some very brave people agreed to take part in the ads.

The response so far has been very positive - anecdotal feedback and recall of the testimonial based ads has been good and there was a marked increase in first-time callers contacting the Gambling Helpline.

The commercials will go to air again in May, and evaluation will follow in June.

Resources

Thanks for all the positive feedback you've sent us about the resources! It's fantastic to hear that the caps, bags, magnetic memo pads, pens and postcards have been so well received. We hope that the new resources are continuing to give you opportunities to engage your communities around gambling harm. Also, a reminder that we still have more postcards and pamphlets available - visit ourproblem.org.nz to order more.

A number of providers have requested a DVD copy of the Kiwi Lives Stage 2 commercials to use in their work. We are currently creating a DVD version that will be distributed to each service provider at the National Provider Forum. If your service is unable to attend the Forum and you'd like a copy please email Louise Mankelow at louise@hsc.org.nz.

Maori and Pacific Resource Development

Following on from last year's Provider Fono and Hui, Pacific and Maori specific resources are a key priority for HSC in 2009.

Louise and I have been busy meeting with Pacific providers to discuss currently available resources, perceived gaps and to gain a feel for how we can proceed with the development of culturally appropriate resources. We will be continuing to liaise with providers throughout March and aim to have something more concrete to discuss at the National Forum in April.

At last year's Hui a number of providers put their names forward to support the Maori resource development. These are: Denise McLeod, Te Herenga Waka o te Ora Whanau; Ruth Ann Herd, University of Auckland; Naina Watene, Te Runanga o Kirikiriroa Trust; Chistine Maxwell, Te Roopu Tautoko ki te Tonga; Marlene Panapa, Kihiri-a-Nuku Gambling Service; and Ariana Stockdale, Te Rangihaeata Oranga. We will be working with these providers in the coming weeks to brainstorm the way forward. Again, we should be able to share the developments during the National Forum.

If you would like to be more directly involved in the process outlined above please email hannah@hsc.org.nz

We are looking forward to seeing many of you at the upcoming national provider meetings and continuing to work along side you all again in 2009!

Warm regards,

Hannah Booth
Problem Gambling Programme Manager
HSC

Resources...

Successful Promotion of Problem Gambling Resources

Glenda Northey,
Problem Gambling Foundation of New Zealand



The problem gambling library is three years old and has over 5000 items available on problem gambling and correlated issues. The library catalogue is available on the Internet and resources can be ordered online for borrowing. There are 25 problem fact sheets available for health promotion and public health use.

Over 30,000 fact sheets have been distributed to New Zealanders helping them to understand the issues surrounding problem gambling in areas such as family violence, crime, women, pokies, Maori and Pacific Island peoples, and finding alternatives to pokie funding. The library website also provides access to the EPIC databases for those doing research. The librarian is available to do literature reviews and searches for any agency requiring statistics and current material.

A monthly newsletter is sent out to all those who have subscribed to the library. It discusses new issues arising around problem gambling, reviews some resources and lists many of the new items added to the library, making it an invaluable current awareness resource. **Each month at least 100 new items are added to the library catalogue.** Access to recent material in the problem gambling library is available at: <http://pgfnz.infospecs.co.nz/NewResources.aspx>

The online catalogue is being used extensively. Over the last four months we have monitored the number of web site searches. Searches are being done from within New Zealand and globally. From September to December there were 39,000 searches for items, proving its value any times over, and showing the serious need for information about issues surrounding problem gambling.

The problem gambling fact sheets are also available online. A three month tracking on the number of times the fact sheets were accessed showed that the pages were viewed 654 times (between September and December 2008), which could mean they are viewed by the public up to 2588 times in a year. With the number in print it takes the number of fact sheets in circulation to over 32,500.

Another initiative by the librarian has been the publication of an online guide for problem gambling resources which lists publications freely available on the Internet. This is a work in progress as new items will be added as they are published. The publication is 43 pages long and as well as listing up-to-date publications available it provides a valuable lesson on the most successful way of searching the internet. The publication lists items under generic subject headings such as: casino, family violence, impacts, indigenous people, crime, public health, Maori, Pacific Island peoples and smart card technology. Over 100 copies were sent out to the problem gambling community mainly through the Gambling Issues International list serve in 2008 and the publication is now available on the library webpage.

The Problem gambling library website is at www.pgfnz.org.nz/library

Contact Information:

For further information, please contact Glenda Northey on

Phone (09) 369-0619,

Email: glenda.northey@pgfnz.org.nz,

The problem gambling library is three years old and has over 5000 items available on problem gambling and correlated issues

Over 30,000 fact sheets have been distributed

Each month at least 100 new items are added to the library catalogue.

www.pgfnz.org.nz/library

Research...



The Gambling and Addictions Research Centre at AUT University

Dr Maria Bellringer

The Gambling and Addictions Research Centre at AUT University has had a busy time in recent months working on research funded by the Ministry of Health. Three of our projects are briefly mentioned here.

Evaluation of problem gambling intervention services

Many staff and clients from counselling services have been involved in this research project which is focused on four priority areas:

- Review and analysis of national service statistics (CLIC, Gambling Helpline and PGF Asian Services databases) and client data to inform workforce development, evaluation of Ministry systems and processes, and other related aspects
- Process and outcome evaluation of the effect of different pathways to problem gambling services on client outcomes and delivery
- Process and outcome evaluation of distinct intervention services
- Process and outcome evaluation of the roll-out and implementation of Facilitation Services

The project is being conducted in two stages; the first was completed just prior to Christmas 2008 and involved the cooperation and participation of staff and clients from 14 service providers, which is about half of those funded by the Ministry of Health. Staff took part in focus groups and surveys whilst clients completed surveys. In addition, allied health and social services were surveyed regarding client facilitation from gambling treatment services to other organisations for co-existing issues.

The Centre is very grateful to the participating services for their enthusiasm for the project and their participation within very tight and challenging time frames.

The draft report for this stage of the project is currently with the Ministry of Health. The second stage of the project will be proceeding this year, so our researchers will be contacting services in the next few months, and we look forward to working with you all again.

Pacific Islands Families (PIF) longitudinal study

The PIF study is the first longitudinal Pasifika study in New Zealand, with a cohort of children born at Middlemore Hospital in the year 2000. The study is being conducted by the Centre for Pacific Health and Development Research at AUT University and aims to provide information on child cultural, economic, environmental and psychosocial factors considered to be important influences on health, development and family functioning. The Gambling and Addictions Research Centre is collaborating with the Pacific Centre in relation to the gambling aspects of the study.

When the children were 6 years old a number of gambling-related questions were added to the questionnaires given to mothers and fathers of the cohort children.

A major benefit of researching gambling within this cohort is that it has allowed for sub-analysis of major ethnic Pacific groups as well as the potential to begin identifying risk and protective factors in the development of problem gambling.

Data were obtained from 1,001 mothers and 591 fathers.

Significant gambling differences between ethnicity and gender were noted. For example, Tongan mothers were less likely to gamble than Samoan mothers; however, those that gambled were 2.4 times more likely to be classified as at risk/problem gamblers. Mothers who drank alcohol were more likely to have a higher weekly gambling expenditure, and correlations could be drawn between frequency and amount of consumption and higher gambling expenditure.

Further gender differences were noted in terms of associations between gambling and health. For fathers, both gambling and at risk/problem gambling were associated with psychological distress and those who gambled were more likely to be perpetrators as well as victims of verbal aggression, than those who did not. Physical violence was also associated with fathers who were categorised as at risk/problem gamblers.

The final report for this project is available on the 'Projects' page of the Gambling and Addictions Research Centre website: www.aut-grc.ac.nz

The next data collection phase for the PIF study commences in March this year and will include gambling data collection from mothers and the children, who will be nine years old.

Formative investigation of the links between gambling and crime

This pilot study was jointly conducted by the Gambling and Addictions Research Centre and the Centre for Gambling Studies (University of Auckland). Thirty-three gamblers and seven significant others took part in individual hour-long structured interviews aimed at developing a better understanding of the nature of the links between gambling and crime, with particular reference to unreported crime, and the nature of the resulting harms experienced by individuals, families/whanau and communities.

Results indicated that gamblers and significant others believe that a relationship exists between gambling and crime (both reported and unreported), though the causal nature of these links is complex and has yet to be clearly established.

In some cases criminal behaviours were committed in order to gamble/pay gambling-related debts (i.e. gambling causes the crime) whilst in other cases participants reported that their crimes caused their gambling or that they gambled instead of committing a crime. The findings from this study also raise the possibility of the existence of two categories of crime-committing gamblers exhibiting differential chronologies of gambling and criminal behaviour. Some appear to commence criminal behaviour before becoming problem gamblers in the course of their criminal careers, whilst others are gamblers who engage in crimes, essentially to support their gambling.

The study has also clearly indicated that there is substantial unreported crime, a large proportion of which is likely to be related to gambling and that there are a large range of crimes committed in relation to gambling (particularly continuous forms of gambling), not just financial crimes.

This raises the possibility that there may be significant economic and social costs associated with gambling (and problem gambling) due to unreported crime committed by gamblers that has not previously been factored into economic and social impact analyses of gambling.

It is important to note though, that since this was a pilot study conducted with a small self-selected/convenience sample of participants, findings cannot be generalised and should be treated with caution.

The draft report for this study is in the last stages of finalisation with the Ministry of Health and will be available soon on the Gambling and Addictions Research Centre website (www.aut-grc.ac.nz).

Contact Information:

For more information on any projects being conducted by the Gambling and Addictions Research Centre, contact

Dr Maria Bellringer

Phone (09) 921 9999 extn 7232

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Gamblers Spent a Little More in 2007/08

Department of Internal Affairs – Te Tari Taiwhenua

Statistics released today show New Zealanders' gambling expenditure in 2007/08 increased by less than one per cent.

Releasing the annual gambling expenditure figures, the Department of Internal Affairs Gambling Policy Manager, John Markland, said that spending on the main forms of gambling increased by 0.71 per cent from \$2.020 billion in 2006/07 to \$2.034 billion in 2007/08. But the 07/08 figure is still less than the peak of \$2.039 billion in 2003/04.

"Spending on Lotteries Commission products, racing and sports betting and casinos were all up, while spending on pub and club gaming machines dropped by just over 1 per cent, reversing the 5 per cent increase of the previous year," Mr Markland said.

Overall spending in 2007/08 on gambling was made up of:

Gambling product	2007/08 Spending (Player Losses) Rounded	Increase / Decrease from 2006/07
Racing and sports betting	\$273m	+ 1.4%
Lotteries Commission products	\$346m	+ 4.7%
Casinos	\$477m	+1.6%
Non-casino gaming machines	\$938m	- 1.3%
Total spending	\$2.034 billion	+ 0.7%

The figures relate to the year ended 30 June 2008 except for racing and sports betting which is for the year to 31 July 2008.

Mr Markland said that the increased racing and sports betting continues the recent growth of 4.5 per cent in 2006 and 4.2 per cent in 2007 and was due largely to increased betting on racing.

"This year's nominal figure is the highest ever for racing and sports betting but, when inflation is taken into account, it is still behind the racing only figure of \$232 million in 1989," he said.

"It's a similar story for Lotteries Commission products. The 4.7 per cent increase, which reflects some large jackpots, the introduction of Lotto Online, and the 20th birthday promotion, follows a 3 per cent increase in 2006/07. In nominal terms, \$346 million is a record for the Commission but when adjusted for inflation is still below the peak years of \$288 million in 1998 and 1999.

"The 1.6 per cent increase in casino gambling expenditure reversed the 4.7 per cent decrease from the previous year and was due partly to a return to full performance by the Auckland casino following the completion of construction on the main gaming floor.

"Reduced spending on non-casino gaming machines may reflect economic circumstances, and the impact of the first phase of a social marketing campaign."

"Spending on Lotteries Commission products, racing and sports betting and casinos were all up, while spending on pub and club gaming machines dropped by just over 1 per cent, reversing the 5 per cent increase of the previous year,"



What Essential Knowledge, Skills and Attitudes do we need?

Dr Sean Sullivan, ABACUS

Many of you will have seen the Ministry's recent heads up about the launch of the development of competencies for the problem gambling (PG) treatment sector. Until now, practitioners have entered PG from a range of training sectors, from social work, nursing, psychotherapy, psychology and alcohol and other drug (AOD) sectors, to name just some. This has largely resulted from, until lately, the relative absence of tertiary opportunities in NZ and overseas for the training of PG practitioners. Currently, standards of ability and knowledge vary widely amongst PG practitioners and regulation of the field is somewhat ad hoc. In allied health fields, such as AOD, minimum standards and stepped levels of competence are commonplace and are regularly under review. In many parts of Canada and States in the US, registration is often required to practice in the PG treatment field, with standards underway in Australian States (PG Services Implementation Kit Service Standards 2005).

Alignment in the addiction sector

Here in NZ, new developments such as 'Lets Get Real' and its described 'Real Skills', are setting standards across the mental health, AOD and other addiction fields (which of course includes PG). Also, with the passing of the Health Practitioners Competency Assurance Act (HPCAA), some health fields have compulsory standards to meet, while others have optional registration and compliance requirements. AOD at this stage has an option to register or not, which will probably have an impact upon how PG practitioners will be perceived if our sector doesn't also register. However, that's a discussion for another time. What is more relevant for PG competencies, is the growing trend for addictions, as well as the mental health sector, to align in their development of standards, cross-over skills, and strategies (e.g. Te Kokiri: The Mental Health and Addiction Action Plan 2006-2015).

PG clients have multiple needs

As PG practitioners know, many of our clients present with an often complex mix of co-existing issues and disorders. To identify and focus only upon problem gambling can result in missed opportunities as well as under-addressing the drivers of the gambling problems. What constitutes minimum competencies for a PG practitioner working in NZ, and the extent of knowledge, skills and attitudes required for PG and these co-existing issues, has yet to be determined.

Roll out of the strategy

Meetings with the AOD field, the tobacco treatment sector, and the PG field have started the ball rolling on the identification of PG competencies, their alignment with others in the addiction sector, and also whether a common professional body can operate, in consideration of the HPCAA registration option. It will involve an advisory body, sector feedback and dissemination of information, and discussion with DAPAANZ (Drug and Alcohol Practitioners' Association, Aotearoa-New Zealand) about its possible role. Matua Raki, the AOD workforce development entity for the Ministry of Health, will oversee this review of addiction sector competencies.

A PG survey

Many of you will have received, by the time of reading this newsletter, a survey questionnaire from ABACUS, addressed to both practitioners and their organisations. Feedback on these findings will be provided at the next PG forum in April. As part of identifying PG competencies, feedback will be sought from all stakeholders, as well as a process to align these with AOD, tobacco treatment, and the over-arching 'Real Skills' competencies, all of which will be part of a complex, but important process. Hopefully, this will be seen as a positive process that will continue to ensure that the NZ PG treatment sector continues to be seen and accepted as a world leader in this field.

Contact Information:

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A Ministry of Health Update

The year kicked off at a hectic pace as all Government Departments re-oriented themselves to the focus of the new Government, and Ministers acquainted themselves with their assigned portfolios. All providers will be aware of the challenging objectives and the priorities the Government has set itself to be achieved in its first 100 days in office.

In the same vein, the Ministry's national problem gambling team is embarking on what will be a very busy year, as it commences work on a number of initiatives that will impact on the development of its Integrated Strategy for 2010-2016. Of particular interest to all providers will be an update on the following work-streams:

Development of the Ministry's Integrated Strategy

Development of the next problem gambling Strategic Plan, which will run from 2010 – 2016, commenced early this year. This follows on from the Preventing and Minimising Gambling Harm Strategic Plan 2004 – 2010. Discussions around the content of the new strategy were undertaken last year with a range of industry, provider and research representatives invited to speak to the Ministry and provide feedback on thoughts both for the future and also on the current strategy document.

The final document will be circulated for consultation, along with a needs assessment, a new service plan for the 2010–2013 period and problem gambling levy calculations. It is anticipated that these documents will be released for consultation in July this year, with the Ministry providing updates on the process in the lead-up to the release date.

Web-based Resource to assist Territorial Authorities

Our team is working with the Department of Internal Affairs and Local Government New Zealand to develop a web-based resource to assist Territorial Authorities with their Class 4 and TAB gambling venue policy reviews.

A draft of the resource has been completed and is being considered by the Stakeholder Reference Group on Preventing & Minimising Gambling Harm. The draft of the resource includes:

- information about gambling legislation and the roles of various Government departments in New Zealand
- the role of the Territorial Authorities in reviewing their gambling venue policies (including what they are required to do and what they may choose to do)
- gambling venue policy options for Territorial Authorities
- background information about gambling and problem gambling in New Zealand

- guidance on the statistics that could be used to inform gambling policies, based on available and well-referenced research
- guidance on how the Territorial Authority could best present the statistical information (using tables, graphs, and/or charts) so that it is easily understood.

The Ministry intends the resource to “go live” on the Ministry's Problem Gambling website late April this year.

National Pacific Problem Gambling Provider Fono

The Pacific fono took place in Auckland during 18-19 November 2008. From the evaluation comments received, it is pleasing to see a strong endorsement for the fono and related training events. Day 1 was dedicated to networking and building relationships and also provided an opportunity to welcome two new Pacific public health providers to the sector (Taeaomanino Trust and Pacific Island Evaluation Inc).

Day 2 was assigned to training and was modelled and delivered in a manner that was culturally appropriate. The day commenced with a free-flowing discussion on a range of research statements published about Pacific practice and the needs for treatment of addiction. Many outcomes and recommendations came out of the day and these will be taken into account in the Ministry's future planning of training and ongoing support for our Pacific providers.

National Maori Problem Gambling Provider Hui

The national Maori hui for the Ministry's problem gambling service providers took place during 25-26 November 2008. From the preliminary evaluations I have received it is apparent that there were some positive outcomes, and it was extremely well attended. However, I am equally aware that some participants came away with mixed experiences from this event.

We are now continuing to explore processes to further develop our relationships at a more strategic level.

National Problem Gambling Provider Forum – 1 - 3 April 2009

All providers will know that the national problem gambling provider forum is set to be held in Auckland during 1 – 3 April. We are encouraged by the positive response received to date from providers, and look forward to active support from all providers both in terms of attendance and presentations. The national co-ordination service is working very hard to make this event inspirational and a meaningful learning and sharing environment. There is a

diverse programme covering workforce development and training, public health, intervention and a wide range of guest speakers. I ask you all to mark this forum as a key event in your calendars.

Audit Programme 2009

The audit tender has now closed and a panel has been convened to evaluate the proposals received. As we have said on numerous occasions, we want the process to be streamlined, efficient and effective. We have learnt from the experiences of the past audit. The audit site visits are planned to take place during July – September 2009. There will be plenty of time for engagement with providers and early advice on provider visits. We will keep you informed of progress.

Provider Service Review

In keeping with best contract management practice, the Ministry's national problem gambling team is undertaking a review of the first 12 months service delivery under the new service specification. This covers the period from January – December 2008. Pivotal to this review has been a suite of information that has been considered from monthly CLIC management reports, CLIC monthly data quality reports, provider six monthly narrative reports and an analysis of the clinical hours allocated to the delivery of intervention services.

The outcomes of this review will be discussed with providers shortly, and will form the basis of formal feedback to the six monthly narrative reports covering the period July – December 2008.

Public Health – Procurement of Public Health Training

A tender for a problem gambling public health workforce development and training support service for the sector is due to be advertised in early March. The aim is to have a provider, with public health service delivery technical expertise, appointed by mid 2009. This will be a welcomed addition to the sector to support the public health primary prevention services that many of you provide across the sector.

Launch of the Ministry's revised Problem Gambling Web-page

We are very pleased to confirm that the problem gambling section of the Ministry's website has been significantly revised. It now contains comprehensive information on the following - strategic direction, services monitoring and reporting, research and evaluation, publications, workforce development, together with valuable links and contact details. It is our aim to review and update the site

on a regular basis. If you have any questions / queries or suggestions, please email problemgambling@moh.govt.nz. Please visit the site by either clicking on the link below, or by cutting and pasting the link into your browser:

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

Scholarship Programme

A new scholarship programme to promote problem gambling research has commenced this academic year. The Ministry has engaged Te Rau Matatini to co-ordinate the scholarships. There has been a high level of interest in the programme, and this year's scholarship recipients include PhD, Masters, and undergraduate students. The scholarships will be available again next year. Te Rau Matatini will be seeking applications for the 2010 academic year by the end of November 2009. More detailed information on the scholarships is available on Te Rau Matatini's website: www.matatini.co.nz.

Research & Evaluation

Phase 1 of the Ministry's 'Evaluation Project' on the effectiveness of the service delivery model has been completed. The Phase 1 report will be available on the Ministry's website once finalised.

The research project, undertaken by Te Runanga O Kirikiriroa, into the impact of gambling in Maori communities is nearing the point of completion. The Ministry and Te Runanga O Kirikiriroa are working to finalise the report for dissemination within the next few weeks.

The Ministry has also just completed the process for the 'Community Harm' Request for Proposal and identified a provider to commence negotiations with. We will keep you up to date with progress.

Remember that comprehensive information on our research and evaluation projects can now all be found on the problem gambling pages of the MOH website.

Barbara Phillips
Group Manager – Minimising Harm Group
Ministry of Health

What's Happening...

Calendar of Events (to December 2009)

1 – 3 April 2009	National Coordination Service: Annual National Provider Forum, including Abacus Problem Gambling Clinical Training Modules
3 – 17 May 2009	Health Sponsorship Council: Problem Gambling Social Marketing Campaign Ads
19 – 20 May 2009	Department of Internal Affairs: New Zealand Gambling Conference - CANCELLED
3 – 4 June 2009	National Coordination Service: National Maori Hui (3rd June) Abacus: Maori Problem Gambling Clinical Training (4th June)
10 – 11 June 2009	National Coordination Service: National Pacific Fono (10th June) Abacus: Pacific Problem Gambling Clinical Training (11th June)
17 – 18 June 2009	National Coordination Service: National Asian Forum (17th June) Abacus: Asian Problem Gambling Clinical Training (18th June)
29 – 30 July 2009	National Coordination Service: Annual National General Provider Forum (29th July) Abacus: General Problem Gambling Clinical Training (30th July)
9 – 12 September 2009	Cutting Edge Conference
14 – 15 October 2009	National Coordination Service: National Maori Hui (14th October) Abacus: Maori Problem Gambling Clinical Training (15th October)
21 – 22 October 2009	National Coordination Service: National Pacific Fono (21st October) Abacus: Pacific Problem Gambling Clinical Training (22nd October)
November 2009	NAGS - National Association for Gambling Studies (Australia) Conference

Notes:

NZ International Conference (AUT/PGFNZ) to be held in Feb 2010

Abacus will provide further ad hoc support to problem gambling providers around the country as requested

The dates provided in this calendar are indicative and may be subject to change

For more information or to contribute to future newsletters, please contact:

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