



PROBLEM GAMBLING NATIONAL PROVIDER FORUM  
PROGRAMME

*What's Working,  
What's Not,  
What's New?*

The focus of the forum is to facilitate workforce development opportunities for clinical and public health staff and increase networking and collaboration between providers.

The three day forum will have a structured programme encompassing Interventions, Public Health, Workforce Development and Research.

The National Provider Forum celebrates the successes of the problem gambling provider sector and this year will recognise these achievements at our first 'Awards Night' and dinner.

**DETAILS:**

**WHEN** 4<sup>th</sup> - 6<sup>th</sup> May 2011

**WHERE** Auckland

**VENUE** Mercure Auckland,  
8 Customs Street,  
Auckland

**PROBLEM GAMBLING**  
NATIONAL COORDINATION SERVICE

 **problem  
gambling**

# Our Speakers

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## Len Brown

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Len Brown is the first Mayor of the Auckland Council – the new Super City Mayor.

He believes Auckland can be the most liveable city in the world, a city that delivers a strong economy with fair rates for all its people, a clean, healthy and safe environment our children will be proud to live in, better public transport to get our people moving, and strong communities with strong local democracy.

Len grew up in Otara and Papatoetoe, and went to Mayfield Primary School in Otara, Papatoetoe Intermediate and De La Salle College in Mangere. He studied arts and law at Auckland University before joining the Auckland law firm Wynyard Wood, where he became a partner. He also co-founded the Howick Free Legal Service.

Len entered politics in 1992, when he was first elected to the Manukau City Council. He served as a councillor until 2004. He also served as chairperson of the Counties Manukau Health Council.

He ran for the Manukau City mayoralty in 2004, losing narrowly to long-serving mayor Sir Barry Curtis. He ran for the Manukau mayoralty again in 2007, winning by more than 14,000 votes. After the government decision to merge Auckland's eight previous councils, Len stood as Mayor of the new Auckland in 2010.

He won that contest with a majority of more than 60,000 votes, Len is married to Shan Inglis. They have three children: Samantha, Olivia, and Victoria. Outside politics and family, his interests include gardening, reading and singing.



## The Hon. Peter Dunne MP

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Mr Dunne is the leader of the United Future party. Under the terms of a confidence and supply agreement with the National Party, he is a Minister outside Cabinet in the National-led Government. Peter currently has the portfolio of the Minister of Revenue and the Associate Minister of Health.

He has been a Member of Parliament since 1984. In the prior Labour-led Government, Hon Peter Dunne was also Minister of Revenue and Associate Minister of Health. He has served on many Parliamentary Select Committees and has been a Member of the Privileges Committee since 2002.

He was born in Christchurch. He gained an MA in political science from Canterbury University before studying business administration at Massey University. He worked for the Department of Trade and Industry from 1977 to 1978 and then for the Alcoholic Liquor Advisory Council until 1984. He served as Deputy Chief Executive of the Council from 1980 onwards.

He is married and has two sons.



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## Shelley Campbell

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Shelley Campbell is currently the CEO of Sir Peter Blake Trust and is responsible for implementing its leadership development and environmental programmes throughout the country. Prior to taking up her role in 2010, Shelley was overseeing the health business cases for the Minister of Health's reforms in Auckland. She is a former Chief Executive of Waikato Primary Health that provided health services to 315,000 people across the central North Island.

Shelley is a member of Cancer Council NZ and Chaired the Minister's National Bowel Cancer Screening Taskforce. She was a member of the New Zealand delegation to the World Health Assembly in 2008 and has examined health systems in Canada and the UK.

In 2007 Shelley was awarded a Sir Peter Blake emerging leader award and was the first person of Maori descent to ever win the award. She has four children and while working across NZ, lives in TeAwamutu.



# Problem Gambling National Provider Forum - Auckland

## 4th - 6th May 2011 What's Working, What's Not, What's New ?

### Programme Schedule

Day One: Wednesday 4th May 2011

Introduction		Speaker	Room	Chair
Time	Presentation			
9.00am - 9.30am	Powhiri	Eru Thompson & Mana Whenua	Rangitoto	Eru Thompson
9.30am - 9.45am	Auckland City Showcase & Housekeeping	Lisa Campbell-Dumilu & Michelle O'Loughlin	Rangitoto	
9.45am - 10.15am	Welcoming Address	Mayor Len Brown	Rangitoto	
<b>10.15am - 10.45am Morning Tea</b>				
<b>Implementation &amp; Innovation</b>				
<b>Morning Session</b>	Innovation - What does this mean, What could this mean for Problem Gambling?	Shelley Campbell - CEO of The Sir Peter Blake Trust	Rangitoto	Eru Thompson
11.25am - 11.45am	101 Legislative Change - Aspirations of the Sector	Graeme Ramsey - CEO PGF/NZ	Rangitoto	
11.45am - 12.15am	102 Voices from the Margins	Chris Watkins, Jerry Banse & Denis Mariu	Rangitoto	
<b>12.15 - 1.15pm Lunch</b>				
<b>Workforce Development</b>				
<b>Afternoon Session 1</b>	<b>1.15pm - 3.15pm Ref # Breakout Streams</b>			
Breakout 1 Int	103 How We Work with Problem Gambling Clients	Emily Giles & Michelle Hallis - Odyssey House	Waiheke	
Breakout 1 Int	104 Foundation of Health	Vaea Hopoi - Gambling Helpline	Waiheke	
Breakout 1 Int	105 Problem Gambling Harm Minimisation, Mai Maketu ki Tongariro	Te Kahui Hauora Trust	Waiheke	
Breakout 1 Int	106 Wellness Focused Approach - A Wellness Recovery Action Plan	Wenli Zhang PGF - Asian Family Services	Waiheke	
Breakout 2 Int & P/H	107 Multi Venue Exclusion Whats Working & What Needs To Happen	M McMillan, Dr P Townshend, C Watkins, E Loach, L Campbell-Dumilu, N Christoforou	Rangitoto	
Breakout 2 P/H	108 Public Health Outcomes: Kua takato te Manuka	Dean Adam - Ministry of Health	Rangitoto	
Breakout 3 P/H	109 Waka on the Waitemata	D Tamaariki, R Singh, A Hawke, S Woodward	Kawau	
Breakout 3 P/H	110 Using Creative Medium for Pacific Peoples "Poem Competition"	Pesio Ah Hon Silitia - PGF Mapu Maia	Kawau	
Breakout 3 P/H	111 Sift Through Eurocentrism	Rufo Pupuailli - PGF Mapu Maia	Kawau	
Breakout 3 P/H	112 Using Social Marketing Tools to Support your Community Activity	Ben Everist - Health Sponsorship Council (HSC)	Kawau	
Breakout 4 Int	113 The impact of 'The Only Pokies Around' on the Only People Left	Sara Epperson & Bruce Telford - PGF Christchurch	Motutapu	
Breakout 4 Int	114 Measuring the Ministry of Health's Gambler Harm Screen	Bernie Smulders, Dr Vicki Fowler, Dave Saville	Motutapu	
Breakout 4 Int	115 Impact of Online Gambling on Lives of Young People in Christchurch	Kate Morgan PGF - Christchurch	Motutapu	
Breakout 4 Int	116 Quantifying Harms of Internet Gambling to Other Gambling Products	Dr Phil Townshend - PGF Nelson	Motutapu	
<b>3.15pm - 3.45pm Afternoon Tea</b>				
<b>Afternoon Session 2</b>	<b>3.45pm - 4.45pm Ref # Breakout Streams</b>			
Breakout 1 Int	117 Whakawhānauangatanga	Te Piringa Tupono, Raukura Hauora O Tainui	Waiheke	
Breakout 1 P/H	118 Pasifika Ola Lelei Services - New Pacific Gambling Service	South Seas Healthcare & Raukura Hauora O Tainui	Waiheke	
Breakout 2 P/H	119 Understanding Policy Cycle & Making Good Submissions	Jeanette Arnold - TSA Oasis - Tauranga	Rangitoto	
Breakout 2 Int	120 Mapu Mai Tiga Recovery Programme Using the Tagata Model	Seilosa Patterson PGF - Mapu Maia	Rangitoto	
Breakout 3 P/H	112 Using Social Marketing Tools ... (this is a repeat session)	Ben Everist - Health Sponsorship Council	Kawau	
Breakout 3 Int	121 He Kahupō - Mauri Ora Continuum	Mere Elkington - Oratōa Mauriora	Kawau	
Breakout 4 Int	122 CLIC Refresh - Demonstration of the CLIC 'Play' Version	Alan Radford & Grant Paton-Simpson	Motutapu	

# Day One: Presentations

See programme for allocated rooms and times

## **Legislative Change – The Aspirations of the Sector**

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*Presenters: Graeme Ramsey*

In this session Graeme Ramsey of PGF will lead a discussion about what changes might make a difference to problem gambling in New Zealand.

As an election approaches this will be an opportunity for us to consider what we would like to see and to identify regulatory barriers to minimising the harm caused by gambling.

Graeme Ramsey was appointed CEO of the Problem Gambling Foundation (PGF) on July 1 2008.

Graeme has previously worked in the corporate, not-for-profit and local government sectors as a CEO and in senior management positions.

Graeme developed an understanding of problem gambling when he was Mayor of the Kaipara District Council. He met a PGF worker at a health hui and later worked with them to facilitate one of the first sinking lid policies.

He has been a member of a number of health, environmental and community organisations involved in social change. He is currently a Councillor on the Northland Regional Council.

Graeme has a Masters of Business Administration from Warwick University and a Bachelor of Arts from Auckland University.

Ref: #102

## **Voices From the Margins: The Dunedin Relationship**

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*Presenters: Chris Watkins, Jerry Banse and Dennis Mariu*

“Not everything that can be counted counts and not everything that counts can be counted”. Albert Einstein

The relationship between Te Roopu Tautoko Ki Te Tonga and The Salvation Army Oasis Centre in Dunedin has offered a fruitful partnership that has created more choices to clients. We explore what seems to be working and acknowledge the importance of tolerating difference, sticking with the process and understanding the problems encountered in really offering bicultural collaboration. The resulting dialogue has given us some interesting ideas about our purpose for working with Problem Gamblers and their Whanau and methods of facilitating health.

Chris Watkins has been working as a Gambling Counsellor at the Dunedin Oasis Centre for 7 years. He is especially interested in the role of ethics and justice in clinical practice and the wider community. This involves the creation of robust mutual relationships as the basis for building trust.

Jerry Banse is contracted to Te Roopu Tautoko ki te Tonga to coordinate strategic development of services that are meaningful to whanau.

## How we Work with Problem Gambling Clients - The Behaviour that Underlies the Addiction - Odyssey House Adult/Young Adult and Family Centre Services.

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*Presenters: Emily Giles and Michelle Hallis*

Odyssey House provides residential and after care services for people who require help with drug, alcohol and gambling addiction. We provide programmes that cater for Adults, Young Adults, Youth, Families with children and Co-existing disorders. We operate using a Therapeutic Community (TC) approach in which client's and staff live by clear rules that promote a set of basic values (Love, Concern, Honesty, Responsibility and Trust) these values are what provide the framework for treatment. The community provides a predictable environment with well defined boundaries designed to encourage pro-social behavior. The (TC) approach is unique in that it uses the community itself as a vital part of the therapeutic journey to recovery. Clients progress through a series of levels of achievement, beginning in the start phase and then moving through from level one to re-entry phase. As part of daily life, clients observe and monitor each others participation in the community and feedback is gained via daily interaction and regular group work sessions. Therapy for our clients includes daily job function, recreation, level groups, specialist groups and much more. The TC method focuses on the "behaviour that underlies the addiction" and seeks to address the needs of the whole person including the clients family / whanau and cultural needs.

Emily Giles is a Senior Practitioner / Project Manager with Odyssey House Adult, Young Adult and Family Centre Services and has been for the past 3 years. She is the primary therapist for Gamblers group and has 7 years experience within mental health and addictions field.

Michelle Hallis is the Family Centre Programme Coordinator with Odyssey House Adult, Young Adult and Family Centre Services and has been working within this role for the past 4 years. Michelle came to Odyssey after spending 3 years working as a Child protection Social Worker.

Ref: #104

## Foundation of Health

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*Presenter: Vaea Hopoi*

There are numerous models to help explain Alcohol and Other Drug addictions as well as Problem Gambling. This is a new approach to explain the important foundations for a better health in today's modern society.

Kava is an important part of Pacific culture and I have used it and the kava bowl to help explain important aspects for one's well-being. This model looks at 8 important aspects to health and well-being. They are all interconnected and not independent to each other.

The Kava bowl (Kumete) explains the natural aspects of an individual's life from its four legs: Physical well-being, Family well-being, Friends well-being, and Social well-being. Also, 'The Body' of the kava bowl's 'Outer Layer' is used here to symbolise one's Mental and Emotional well-being and the 'Inner Layer' to describe one's Spiritual well-being. 'The Head/Rim' of the kava bowl symbolises God's Arms radiating it all. Finally, 'The Kava' itself is one's link to their culture.

I hope this model for health can help health professionals gain a better understanding of people with addiction to AOD or Gambling and what they find important.

### **BIOGRAPHY**

My name is Vaea Tangitau Hopoi. I currently work for the Gambling Helpline as a counsellor and my role within the agency are, working on the Pasifika Gambling Helpline known as 'Vai Lelei', the Youth Gambling Helpline and also the main helpline. I have a certificate in AOD Youth Work and am currently a member of TANNZ (Tongan Alcohol Network New Zealand) funded by ALAC working in the Tongan community educating them about AOD issues and addiction.

# Problem Gambling Harm Minimisation, Mai Maketu Ki Tongariro

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*Presenter: Te Kahui Hauora Trust*

Te Kāhui Hauora Trust operates a Rotorua based problem gambling harm minimisation service that covers the Te Arawa Waka but also reaches into Kawerau and Murupara. We are part of whānau ora, and we are supporting Ngāti Whakaue with their collective well-being approach.

If someone asked us what we do, a good response would be 'we strengthen the pā harakeke'.

## **Introducing the Team:**

Cushla Paice, from Te Arawa, an experienced counsellor who has had the opportunity of building her capacity to contribute outside of the Waka, has now come home, and amongst other things gives the Team an intellectual edge.

Aubrey Kohunui, from Tuhoe, has over 40 years experience working at the coal face, counselling amongst the tribes in and around the Waiariki, a servant-leader, a good thinker, with a clear vision for the future.

Puhi Williams, also from Tuhoe, has an adventurous background, with experience in AOD, all underpinned by a solid upbringing within the Ringatū community. Counselling is a natural shift for him.

Linaire Hodge, Te Arawa, another one of those that left the Waka at a young age but is back with a blast, experienced in working with youth in CYFS residential care and adults in mental health, loves her new vocation as a counsellor.

Ngaio Maxwell, another Arawa, looks after the data and the office, effectively linking whānau to service with a welcoming smile.

# Wellness Focused Approach – Helping Gamblers to Develop a Wellness Recovery Action Plan

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*Presenters: Wenli Zhang, Lan Ma, Shirley Ku and Jiali Li  
Asian Family Services, Problem Gambling Foundation of New Zealand*

This presentation intends to introduce a new approach which focused on wellness – Wellness Recovery Action Plan for people whose lives have been affected by problem gambling.

This approach is adopted from the Mental Health Recovery and Wellness Recovery Action Plan (WRAP) programme which developed by Mary Ellen Copeland, PhD. through year's of research on her personal and others' mental illness recovery experiences. WRAP has been widely accepted and implemented in USA and many countries including New Zealand over the last decade.

Authors of this presentation have been trained in this programme and have employed this approach for gamblers who would like to apply to reenter a Casino once their exclusion order has expired in a group setting. The group setting consists of 4 two hours sessions and an initial personal assessment session. The group programme includes learning recovery key concepts, educating on gambling addictive feature and positive recovery stories, exploring wellness maintenance tools and developing personal wellness recovery action plan.

This programme has gained very positive feedback from group participants but further research on its long term effectiveness of problem gambling intervention and prevention is needed.

## **Biography of presenting author**

Wenli Zhang MEd (counselling), MNZAC, MANZASW, RSW, advanced WRAP facilitator certified by Copeland Center.

As the Clinic Practice Leader of the Asian Family Services, Wenli is interested to develop strength based and holistic approach to work with people whose lives have been affected by problem gambling and other coexisting issues.

# **Multi-Venue Exclusion (MVE). What's Working and What Needs to Happen for us to Have Greater Consistency and a Higher Uptake of Providers and Gamblers Utilizing the Exclusion Process?**

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*Presenters: Lisa Campbell-Dumlu, Neove Christoforou, Dr Phil Townshend, Mathew McMillan, Chris Watkins, Eru Loach*

Providers around the country have utilized the ability for someone to be excluded from one or a number of gambling venues by developing their own MVES (Multi-Venue Exclusion Systems). What has been identified is that making MVES work requires developing working relationships between the relevant parties and, simple consistent systems. This presentation from the MVE (Multi-venue Exclusion) Working Group - who represent a number of providers and the DIA, will present on the joint project that the group has been working which includes the focus on what is the best way towards working more consistent and effective exclusion process around the country. The working group will present a package for providers that may help providers develop or refine their own MVES.

## **Biographical Data**

Lisa Campbell

National Operations Consultant, The Salvation Army - Oasis Centres. Level 1, 691A Mt Albert Rd, Royal Oak, Auckland 1023. PO Box 24073, Royal Oak, AUCKLAND 1345. Phone (09) 639-1134 or 021 534 766. Fax (09) 624-0370. Lisa\_Campbell@nzf.salvationarmy.org .

Neove Christoforou

Neove Christoforou: Compliance and Community Outcomes Manager for the Department of Internal Affairs' Gambling Compliance Unit. 46 Waring Taylor Street Wellington 6011. PO Box 10-095 Wellington. Freephone: 0800 257887 or (04)-4957200 Fax (04) 494-0656. Neove.Christoforou@dia.govt.nz

Dr. Phil Townshend

Dr. Philip Townshend: Clinical Psychologist and the Research Director for the Problem Gambling Foundation and is based in Nelson. Contact: 50 Halifax Road Nelson New Zealand 7010, Phone (03) 5482230 or 0272290088 phil.townshend@pgfnz.org.nz

Mathew McMillan

Mathew McMillan: Clinician and Health Promoter, Te Kahui Hauora o Ngati Koata Trust (Nelson). 50 Halifax Road Nelson New Zealand 7010, Phone (03) 5482230 gambling@koata.iwi.nz

Chris Watkins

Chris Watkins: Gambling Counsellor – The Salvation Army Oasis Centre (Dunedin) 160 Crawford Street, PO Box 934, Dunedin 9054.

Phone (03) 477 9852, chris\_watkins@nzf.salvationarmy.org

Eru Loach

Eru Loach: Health Promoter – Problem Gambling, Nga Kete Matauranga Pounamu Trust (Invercargill). 66 Yarrow Street, PO Box 1749, Invercargill 9840.

Phone (03) 2145260, Freephone 0800 925242, Email eru@kaitahu.maori.nz

# Public Health Outcomes: Kua Takato Te Manuka (The Leaves of the Manuka Tree Have Been Laid Down)

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*Presenter: Dean Adam*

The Problem Gambling Outcomes Framework represents a challenge for public health kaimahi. But it is also an opportunity. We all believe strongly in our mahi, and want to feel we're making a difference. But as with many social issues, it can be hard to see progress, particularly in the short term. The outcomes framework is a great tool for providing direction to where we want to get to. But if you've ever gone orienteering you'll know that, if you don't know how to use it, you can be just as lost with a compass as you can without one.

While this workshop is intended as a relatively informal opportunity for kaimahi and the Ministry to discuss outcomes for public health together, some proposed topics that will be covered (at least briefly) will include:

- Cutting through the gobbledygook (a quick overview of outcomes, indicators, frameworks and programme logic)
- What happens to a line in the sand when the tide comes in? (discussing the relevance of outcomes to public health planning and delivery).
- Mi Casa (outcomes) es su Casa (discussing the alignment between the Ministry's national outcomes and local service outcomes)
- Picking up the challenge (building clear linkages between delivery and outcomes).

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## Waka on the Waitemata

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*Presenter: Donna Tamaariki, G. Raj Singh, Anthony Hawke & Sara Woodward*

Collaboration is something that we are all encouraged and expected to do in our work as public health workers. This often can be a very difficult and long process. Waka on the Waitemata is a Gamblefree Day event to be held September 2011. The working group began planning in November 2010 and though we have had a few 'hiccups' already, we are fortunate to be working within a group based on partnership and respect. Initially brought together through the common cause of demonstrating to communities that the need for pokie and lottery funding is a myth, rangatahi and community development are now also key goals. Based on the Orakei Water Sports model of self determination, we have developed an equal governance structure where everyone has laid out their cards and feel free and comfortable to express their views and opinions.

The aim of this 4 day event is to engage with local iwi, communities, organisations and businesses to present a world class Waka event that showcases Maori and Pacific culture. It will provide opportunities for community groups and organisations to learn about alternative funding sources and highlight how through collaboration, we can all work together to support and help each other to achieve our goals. Our whakatauki is our guiding principle – working with respect and mutual understanding.

*E tere te haere ko koe anake, Heoi ano e tawhiti te haere ko koutou katoa  
If you want to go fast go alone, If you want to go far go together*

Ref: #110

## Using Creative Mediums for Pacific Peoples – Poem Competition

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*Presenters: Pesio Ah-Honi Siitia and Rufo Pupualii*

Pacific people have always been very creative and would express themselves in song, dance, theater and poetry. Our ancestors used poetry to tell old stories using our rich language to express sadness, love, joy, hope and in particular God's love. This medium is still used today in the everyday lives of our Pacific people.

Last year for Gamble-free day we ran a poem competition in partnership with Radio Samoa and it became one of our most successful campaigns. This presentation will be a public health case study of our campaign covering our overall aims, action plans, unexpected results, highs and our lows. You will also get to meet some of our winners of the competition who will read their poems for you.

### Biography

Pesio Ah-Honi Siitia

Pesio is currently the Pacific Manager of Mapu Maia, the Pacific Unit of the Problem Gambling Foundation of NZ (PGF). Prior to this position Pesio was the Public Health Practice Leader for PGF.

Pesio Ah-Honi Siitia is of Samoan and Asian decent, born in Samoa and raised in New Zealand with over 20 years experience working with Pacific Island communities. Her background in Pacific marketing and media complements her vast experience in the area of public health and community development. Her experience and background includes the following:

- Public Health training and education
- Health Promotion
- Strategic Planning and program development
- Drug and Alcohol education
- Community action and community development
- Resource development

## **Sift Through Eurocentrism - Additional Knowledge to Focus on the Appropriate Approach and Perspective That Make Sense to the Samoan Speaking Community**

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*Presenter: Rufo Pupualli - PGF Auckland*

It is believed that the influence of Eurocentric models and frameworks in various ways of professional development in the gambling addiction and treatment has developed a number of philosophies and understanding to reflect indigenous public health approach. Mapu Maia has contributed effectively to Gamble Free Day campaign in 2010, which we brought the full significant meaning of oral Samoa, the engagement of language style, the imperial arrogance of the poets and powerful anti-gambling messages. A number of pieces written by the Samoans were transferred to the wider audience, necessarily to those in the socio-political arena of both the vulnerable society and the gambling industry. What's working and what's not working is the focus of this paper, that maybe a vital space to inform non-Pacific experts who want to work alongside NZ Pacific society. What needs to develop here is the notion of understanding the depth cultural background of a society, using cultural research methods and knowledge to explore what approach is appropriate and works well, that suit the time and space of indigenous people.

A famous Samoan proverb says: "E fofo e le Alamea le Alamea". The Alamea is a spikey starfish called the Crown of Thorns. If you stand on the spikes the poison can infect your body and can cause sharp stinging pain, nausea and vomiting for hours. However, if you flip the starfish on its back and stick the infected area back in, it will suck the poison back out. The figurative meaning is that our community contains the solutions to our own problems. We just have to be willing to stand up for it.

In response to the above proverb, Mapu Maia is set up to deliver appropriate counseling and public health services that align with its Pacific cultural "Tagata model". This model brings about the holistic approach of talatalanoa (communication) to a large extent of (soifua manuia) healing and restoration.

### **Biography**

Rufo Tinai Pupualli  
 Mapu Maia Clinical Practitioner/Health Promoter  
 Problem Gambling Foundation of NZ.  
 B. Ed/ B.A.(Sociology/ Pacific Studies)  
 Provisional Member of NZASW

Rufo is born and raised in Samoa with 7 years experience working with Pasefika communities, both in public health and social work background in the Auckland region. Her background lies in community action and development within the Pacific community. Rufo is also interested working with families of the Pacific youth mainly the Samoan community.

## **Using Social Marketing Tools to Support Your Community Activity**

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*Presenter - Ben Everist - Health Sponsorship Council*

2 Workshops – 30 mins each

These workshops will cover a number of practical tools and examples including:

- Using the brand.
- Setting up community stands.
- Picking key events to be at.
- Getting the media involved.
- Using resources to effectively engage your audience.

## **The Impact of 'The Only Pokies Around' on the Only People Left in Town**

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*Presenters: Sara Epperson and Bruce Telford*

In the 2010 September – December quarter, Christchurch experienced a surge in gambling expenditure that while modest, earned it the label of spending more on pokies than any other district in New Zealand. A few months later, the Problem Gambling Foundation experienced a client increase. Hypotheses around these trends were scarcely positive and prompted concern over likely outcomes of the February earthquake. Media reports and speculative financial figures led people to the question, “How well is Christchurch coping?”

As the DIA and other sources gathered quantitative gambling expenditure data, PGF sought to answer that question by collecting qualitative data analysing gambling attitudes. Face-to-face surveys painted a spectrum of opinions ranging from cynical concern about a tripling of pokie takings since the quake, to the upbeat assurance of how pokies had lifted the spirits of downtrodden patrons, to forthright curiosity about the impact of the earthquake on problem gambling in Christchurch and the rest of the country. This research was then compared with a reflection on local clinical trends.

As this data was assembled, it did not offer any incontrovertible evidence of a single reason that pokie venues were more heavily trafficked after the earthquake, or the extent to which this is a cause for concern. What this research does do is qualify the real and perceived impacts of the earthquake and how communities might call on their own resiliency to minimise gambling harms in other post-disaster circumstances.

Sara Epperson and Bruce Telford both work for the Problem Gambling Foundation's offices in Christchurch. Epperson, a health promoter, began this project as a public health related inquiry. Telford lends his expertise from a clinical perspective.

Ref: #114

## **Measuring the Ministry of Health's Gambler Harm Screen**

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*Presenters: Mr Bernie Smulders (Woodlands Trust), Dr Vicki Fowler (Woodlands Trust) and Mr Dave Saville (Saville Statistical Consulting Ltd)*

181 clients attended Woodlands Trust group therapy courses and 1-Day educational treatment seminars during 2008 and 2009 and who provided initial data for the Ministry of Health (MoH) Gambler Harm measure. Of these clients, 104 (57%) also provided follow-up data on “Harm” at 12 months. The MoH Harm measure is a total over 9 questions, each with a response between 0 and 3, and so the measure ranges from a minimum of 0 to a maximum of 27, with a low measure being “good” and a high measure “bad”. This report summarises the change in the MoH Harm measure between the initial and 12-month assessments.

87% of responding clients reduced their MoH “Harm” measure between the start of the group therapy course or 1-Day seminar and the 12-month follow-up. The average reduction in the MoH “Harm measure was 65%, with the average Harm measure reducing from 13.0 to 4.6. In general, those clients with the worst MoH Harm measure showed the most improvement in the measure between the initial assessment and the 12-month follow-up assessment. Results are discussed.

## Impact of Online Gambling on the Lives of Young People in Christchurch

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*Presenter: Kate Morgan*

If there are two things that confound adults, those things are probably 1) technology and 2) the youth of today. The research being conducted by a clinician at the Problem Gambling Foundation has focused on both of these elusive subjects, yielding valuable and unique data. With these findings and the other questions these findings prompt, the project fosters a clearer understanding of youth gambling in New Zealand.

The research began when a clinician was contacted by a teenage client. The clinician and the team felt ill-equipped in terms of understanding the youth context– the gambling opportunities available, the perception of gambling, the mindset of a young gambler, etc. A thorough survey of literature was undertaken. Though helpful in some aspects, much of the literature was inadequate in terms of its relationship with kiwi youth.

This presentation focuses on the clinician's own research, which connects findings in literature with the experiences of youth in New Zealand. Many clinicians in the field of problem gambling have found the data intriguing; the project provokes questions about the approaches necessary to address the needs of a young client effectively.

From a public health perspective, this data is also significant. Youth gambling is on the rise, and many young people are being seduced by online gambling sites. As much as Public Health would like to make youth aware of problem gambling, doing so requires awareness of youth perspective and experience. Tapping into this research is a positive first step towards impactful youth-centered health promotion initiatives.

Kate Morgan has worked as a Clinician at the Problem Gambling Foundation's offices in Christchurch for the last 5 years.

Ref: #116

## Quantifying the Harms of Internet Gambling Relative to Other Gambling Products

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*Presenter: Philip Townshend, Problem Gambling Foundation of New Zealand*

This paper is a discussion of the ways the relative harms of the recreational use of various drugs have been assessed and how these methods might contribute to a consideration of the relative harmfulness of gambling modes. This is significant as the gambling area is seeing the introduction of a new gambling access mode for a large range of gambling products- that is internet accessed or remote accessed gambling and legitimate concerns have been raised about the likely harmfulness of this type of gambling.

The term Internet Gambling potentially refers to remote access to the full range gambling products, however in this discussion internet gambling is confined to remote access to gambling on Poker, Casino games and Pokies. Gambling Harms are inferred from the numbers of clients presenting to treatment services relative to numbers participating each gambling product and by two separate measures of the money spent on gambling per participating gambler. Using this method to rate gambling products into a gambling equivalent of the drug ABC harms hierarchy, gambling machines and internet gambling on poker and casino products would be in category A, Casino tables would be in category B, TAB/Sports Betting would be in category C and Lotteries products would probably not be categorised.

Finally the implications of a hierarchy of gambling harms on public policy are discussed in the context of the recently released International Public Health Alliance on Gambling paper on Internet Gambling.

### Biography

Philip Townshend is a Clinical Psychologist living in Nelson who has worked clinically in addictions for many years and in most areas of NZ, and in the gambling area since 1998. He has published a number of papers in addictions and gambling, was a producer of a DVD for problem gamblers, and wrote an interventions manual for PGF counsellors. He has also been published in Boating NZ and the Ulysses Magazine.

# Whakawhanaungatanga

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*Presenters: Bobbie Pairama and Grant Reihana*

## **What is Whakawhanaungatanga**

Whakawhanaungatanga to Maori has a wide range of purpose and meaning. In our line of work Whakawhanaungatanga creates a Cultural, Spiritual and Whakapapa connection with Whanau, Hapu and Iwi. Through this process, introductions are made:- Kaimahi (Staff) Pepeha and background, a brief introduction of the service (Te Piringa Tupono), the organisation (Raukura Hauora o Tainui), and the other services we offer, which in turn creates a safe non-judgemental space for whanau to introduce themselves.

## **Why Whakawhanaungatanga works.**

Whakawhanaungatanga has a huge beneficial impact on the work that we do with our whanau. Removing barriers of judgement, assessment and personal doubt, shame and creating a relationship of connection, understanding and trust which helps our whanau to relax and feel comfortable, making it easier for whanau to talk about issues and harmful effects from problem gambling.

In this presentation we will be discussing some of the finer points around Whakawhanaungatanga and hold interactive group exercises.

## **Presenters:**

Bobbie Pairama

Assessor/Facilitator

Bobbie has been in the Problem Gambling Sector with Te Piringa Tupono, Raukura Hauora O Tainui since 2010. Bobbie has become part of the team due to her passion to working with our whanau through her own life experiences and has seen the harmful effects from any addiction. She brings with her empathy and understanding of whanau who are or who have been affected from Gambling Harm.

Grant Reihana

Assessor/Facilitator/Team Leader

Grant has been in the Problem Gambling Sector with Te Piringa Tupono, Raukura Hauora O Tainui since 2008, due to his own personal life experience of harmful effects from gambling over 10 years ago; this has given Grant an invaluable insight, empathy and understanding of whanau who are affected from Gambling Harm.

# **Pasifika Ola Lelei Services**

## **New Pacific Gambling Service Team Within the Gambling Sector**

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*Presenters: South Seas Healthcare & Raukura Hauora O Tainui*

### **Who are we?**

Pasifika Ola Lelei Services is a partnership between two community based health care providers Raukura Hauora O Tainui Trust & South Seas Healthcare Trust that has been contracted to provide a dedicated Pacific Service to minimize problem gambling related harm particularly to, and for, Pacific peoples in the Greater Auckland region.

Our dynamic team consists of public health promoters from South Seas Healthcare Trust & intervention practitioners from Raukura Hauora O Tainui Trust.

### **Our mission**

To reduce harm from gambling by raising awareness of the personal & social impact of gambling and how it affects our families & community and by supporting and guiding our families and community through counseling, education and facilitation.

### **South Seas Healthcare Trust**

Public Health Promoters

Teina Joseph – Cook Islander

To'o Vaega – Samoan

### **Raukura Hauora O Tainui**

Intervention Practitioners

Iva Singsam – Cook Islander

Tuuinaifo Faanana – Samoan

## Understanding the Policy Cycle and the Keys to Making Good Submissions

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This workshop provides a birds-eye view with hands-on thinking – about (gambling) policy development, who the key people to persuade might be, and provides a start-out guide for writing submissions.

Understanding the way the local politicians and Council staff develop and adopt policy is a key to building an influential relationship with the decision-making community. This workshop will help you to visually and cognitively get a good grip on what really happens. This will in turn support you in developing a solid strategy and advocating for sinking lid policy decisions. You will learn about key policy development lead times and see your opposition before they get the better of your attempts to prevent harm from gambling.

You will also get a concise precise of the keys for developing submissions, a good start for beginners who are nervous about putting a submission together.

### Biography

Jeanette Arnold BPlan, DPH, MPHANZ

Jeanette Arnold completed a Bachelor of Planning in 1990, working for the next decade, in Resource Management, Statutory and Policy Planning at Local Government bodies. Completing a Diploma in Public Health (University of Auckland) she has worked in public health advocacy and now works part-time for The Salvation Army Oasis program. Delivering Prevention of Harm from Gambling public health services, in keeping with the tenets of the Ottawa Charter, Te Pae Mahutonga, and Aotearoa-NZ's Generic Competencies for Public Health, Jeanette engages with the community in the Tauranga/Western Bay of Plenty sub-region.

## Mapu Mai Tiga Recovery Program Using the Tagata Model

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*Presenter: Seilosa Patterson PGF - Auckland*

Imagine yourself in the tropical heat of Samoa passing through a village. You are dripping with sweat, shoulders drooping rather fatigued. A local villager is standing at the entrance of their fale (Samoa house), beckoning and says “Mapu Maia” to come in to rest. This humble invitation is a charitable act that invites you to come; rest; take shelter; and let me (or us/family) serve you. The rest may simply be to quench your thirst or it may be more critical to be there to aid in an emergency.

Samoa has two types of language—one that is chiefly language and the other suited to an untitled or common person. “Mapu Maia” is for everyday language recognized and acceptable for all status of Samoan people. The metaphoric symbolism of “Mapu Maia” is the philosophy of our Mapu Maia service delivery. Meaning making; narrative (story telling/talatalanoa); object relations; attachment; strength-based and value centered interventions are primary theories integrated into our model.

Following on from the meaning of “Mapu Maia” the team has designed Mapu Mai Tiga Recovery Program as the framework for group work to be delivered to Pasifika groups. “Mapu Mai Tiga as you can see is an extension , to not only come in to rest but to also receive support to heal, recover and take away your pain. Mapu Mai Tiga is a Pasifika Addiction Recovery Program that integrates health promotion and clinical work.

## **He Kahupo – Mauri Ora Continuum**

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*Presenter: Mere Elkington*

My name is Mere Elkington. I have been working as a Problem Gambling Counselor since February, 2004 within the organization of Oratoa Maurirora, a Kaupapa Maori Addiction Service whereby Tu Te Ihi - Problem Gambling is managed under this service. Our primary models of engagement are derived from Te Ao Maori – the teachings of our tipuna.

In such a challenged kaupapa of addictions we work valiantly to maintain our dream, which is a service that develops and maintains Mauri Ora – the life force of people. It is from this perspective that I would like to share and demonstrate an assessment tool - The “Mauri Ora” Continuum that works well for whanau. This workshop is inter-active and sharing, therefore by the end of this workshop session all kaimahi will be able to know two concepts of this model – Kahupo and Mauri Ora.

Ref: #122

## **CLIC Refresh – Demonstration of the CLIC ‘Play’ Version**

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*Presenters: Alan Radford & Grant Paton-Simpson*

The Ministry of Health has commenced a redevelopment of the CLIC system to make it simpler and more functional for providers. Progress has been made and a ‘play’ version is being made available to enable providers to try the new user interface.

This workshop will provide a brief overview and demonstration of the new user interface and there will be an opportunity for questions.

# Problem Gambling National Provider Forum - Auckland

## 4th - 6th May 2011 What's Working, What's Not, What's New?

### Programme Schedule

<b>Day Two:</b>		<b>Thursday</b>	<b>5th May 2011</b>	<b>Room</b>	<b>Chair</b>
<b>Morning Session 1</b>	<b>Time</b>	<b>Ref #</b>	<b>Perspectives on Problem Gambling Sector Presentation</b>		
	9.00am - 9.30am	123	Fofola - Unfolding the Pacific Mat for Pacific Gambling	Rangitoto	Melino Maka
	9.30am - 10.00am		DIA Overview	Rangitoto	
	10.00am - 10.30am		A View from the Centre	Rangitoto	
	<b>10.30am - 11.00am</b>		<b>Light Morning Tea</b>		
<b>Morning Session 2</b>	<b>11.00am - 12.30am</b>		<b>Analysis and Research Plenary Presentations</b>		
	11.00am - 11.30am	124	Value for Money Review	Rangitoto	Melino Maka
	11.30am - 12.00pm	125	Using Social Marketing Tools to Apply Kiwi Lives 3 in Your Community	Rangitoto	
	12.00pm - 12.30pm	126	AUT Gambling & Addictions Research Centre - Research Programme	Rangitoto	
	<b>12.30pm - 1.30pm</b>		<b>Lunch</b>		
<b>Afternoon Session 1</b>	<b>1.30pm - 3.00pm</b>		<b>Harm Minimisation Plenary Presentations</b>		
	1.30pm - 2.00pm	127	(In)Equality Matters: The Drivers of Problem Gambling	Rangitoto	Melino Maka
	2.00pm - 2.30pm	128	Assessing the Risks of Accepting Gambling Industry Funding	Rangitoto	
	2.30pm - 3.00pm	129	Our Story - Nelson Gambling Taskforce	Rangitoto	
	<b>3.00pm - 3.30pm</b>		<b>Afternoon Tea</b>		
<b>Afternoon Session 2</b>	<b>3.30pm - 5.00pm</b>		<b>Workforce Development Training - Clinical &amp; Public Health</b>		
Breakout 1	3.30pm - 5.00pm	130	Introduction to Te Kakano Training and the Public Health Associations Twelve Public Health (PH) Competencies A Look at Three Public Health Competencies	Rangitoto	
Breakout 2	3.30pm - 5.00pm	131	Co-existing Problems (CEP) Workshop	Motutapu	
	6.30pm		<b>Awards Night</b>	Rangitoto	

# Day Two: Presentations

See programme for allocated rooms and times

## Fofola - Unfolding the Pacific Mat for Pacific Gambling

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*Presenter: Tupu - Alcohol & Drugs/Gambling Services*

When engaging with our Pacific people, the Fonofale model best captures the holistic approach that is needed in exploring and capturing issues within mental health and addictions. As a means of capturing and addressing our Pacific clients in a holistic manner, we adopted the use of performing arts as one tool for educating and minimising the harms of problem gambling for our Pacific clients and their families. Using drama and music as an intervention tool we hope to support the process of talatalanoa (conversation and forming connectedness), in exploring the effects of problem gambling on their physical and mental health, spirituality, culture and family. This innovative tool also helps us to convey real life concerns around problem gambling to Pacific people of various ages. It is a strengths-based approach to try and shift their mindset from problem gambling to focusing more on their hopes and dreams for a better future.

Ref: #124

## KPMG - Value for Money Review

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*Presenter: KPMG*

KPMG were commissioned by the Ministry of Health to complete a Value for Money (VfM) review of problem gambling services. The broad objective of the review was to assess the VfM of current problem gambling service delivery by comparison with international and analogue services. Recommendations were made to improve the VfM of services where appropriate.

KPMG provides audit, tax and advisory services and industry insight to help organisations negotiate risks and perform in the dynamic and challenging environments in which they do business. KPMG has vast experience undertaking Value for Money reviews across the public sector.

Mike Bazett is a Director in KPMG's Government Advisory practice. Mike has over 20 years consulting experience focusing primarily upon bringing about large scale enduring change in central government. Key focus has been on strategy and strategic performance management and bottom up approaches to driving value for money, performance improvement and delivering better services to the public.

Blair Wightman has had extensive involvement in the gambling and problem gambling sectors. Blair was part of the KPMG team that audited problem gambling providers on behalf of the Ministry of Health. Blair has also worked in a legislative compliance role for a class 4 gambling trust and more recently completed this Value for Money review of problem gambling services.

## Using Social Marketing Tools to Apply Kiwi Lives 3 in Your Community

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*Presenters - Hannah Crump and Ben Everist - Health Sponsorship Council*

### **An engaging presentation to cover four key areas:**

- What is social marketing? (15 mins)  
Social marketing is important in public health work and utilises the concepts and tools of marketing. We will cover areas such as Market Research and the Marketing Mix – 4 P's (Product, Place, Price, Promotion).
- How did the HSC use social marketing principles to develop Kiwi Lives Stage 3? (5 mins)  
We will present how the HSC uses social marketing principles by providing examples with reference to the Programme Plan and Consumer Insight research that HSC has completed.
- What is Kiwi Lives Stage 3 about? (15 mins)  
We will present a short overview of Kiwi Lives Stage 3. This campaign will be more specifically aimed at those groups of people who are at higher risk of developing gambling problems and people in their lives that have the opportunity to intervene before gambling becomes harmful.
- How can you use social marketing tools to support your work? (15 mins)  
We will provide practical information about using social marketing tools and the Kiwi Lives campaign to support their work with the community. This will provide a useful intro to the HSC workshops later on in the programme.
- Questions (5 mins)

Ref: #126

## The AUT Gambling And Addictions Research Centre (GARC) Research Programme

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*Presenter - Professor Max Abbott*

An overview of the GARC research programme will be provided, including Centre involvement in research in Australia and Sweden. Recent and extant projects will be outlined and discussed. Major projects currently underway include a RCT of brief psychological interventions for problem gambling and a national gambling prevalence and incidence study. Reference will be made to the International Think Tank on Gambling Research, Policy and Practice that is organised by GARC and the recent Melbourne Regional Think Tank meeting which focused on policy initiatives, prospective general population studies and clinical trials. With the recent establishment of undergraduate and postgraduate addictions programmes and new staff appointments, future plans include broadening the Centre's focus to include substance use and misuse and other addictions.

Max is Pro Vice-Chancellor and Dean of the Faculty of Health and Environmental Sciences at AUT University. He is also Professor of Psychology and Public Health, Director of the Gambling and Addictions Research Centre and Co-director of the National Institute for Public Health and Mental Health Research. Other roles include Deputy Chair of Waitemata DHB and Board member of Health Workforce New Zealand. Previous roles include National Director of the Mental Health Foundation and President of the World Federation for Mental Health.

## **(In)Equality Matters: The Drivers of Problem Gambling**

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*Presenter - Tony Milne*

The World Health Organisation's Ottawa Charter for Health Promotion was a call to action to achieve health for all by the year 2000 and beyond. 25 years after it was developed, it is worth revisiting that charter and assessing our own public health work. My presentation will look at Richard Wilkinson and Kate Pickett's book *The Spirit Level: Why More Equal Societies Almost Always Do Better*, criticism of that book by Professor Tony Blakely, and research on inequality and poverty in New Zealand by Dr David Craig.

Health promotion requires the identification of obstacles to the adoption of healthy public policy in non-health sectors and ways of removing them. I will argue that not only are pokie machines an obstacle that must be removed in the interest of public health, but that the health promotion work of our sector should also focus on a whole-system and holistic approach that includes debating equality and other prerequisites of health. Healthy, resilient communities will have fewer gambling problems.

I will look at some of these prerequisites of health outlined in the Ottawa Charter such as income, housing, food security, employment, and quality working conditions. I will ask whether public health has been reduced to health education and social marketing focused on changing behavioural risk factors, while being less focussed on the prerequisites of health. I will ask whether we could do things differently.

### **Bio**

Tony Milne is the National Public Health Practice Leader for the Problem Gambling Foundation. He earned a first class honours degree in English and Political Science from Canterbury University while also working as a youth worker at the 198 Youth Health Centre. Tony spent several years working in Central Government for MPs and Ministers before becoming a health promoter for PGFNZ in late 2008. He became a JP at the end of 2007.

## **Assessing the Risks of Accepting Gambling Industry Funding**

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*Presenter - Peter Adams*

Money derived from the profits from gambling are often accessed by health service, research, community and other public good organisations. This presentation examines the risks taken by such organisations when they opt to receive this funding from these sources. It proposes that those engaging with such funding expose their organisations somewhere along a continuum of moral jeopardy, stretching from those with minor involvements to those with unmanageable conflicts of interest. The concept of a 'continuum' is preferable to a 'binary' interpretation in that the latter tends to lock understandings into all-or-nothing positions thereby discouraging thought and discussion about the issues. As an example of such strategies, the presentation will explore the use of six sub-continuums that governance boards, services and researchers could use when deciding on the extent of involvement with industry funding. It concludes with examples educational and assessment strategies aimed at reducing moral jeopardy.

Peter Adams practiced for 13 years as a clinical psychologist in hospital, community and private practice settings. This led to work with addictive behaviour and later to the position of associate professor at the University of Auckland where he heads Social and Community Health and co-directs the Centre for Gambling Studies. He recently published two sole-authored books: *Fragmented Intimacy: Addiction in a Social World* (NY: Springer) and *Gambling, Freedom and Democracy* (NY: Routledge). His current research interests include family and addictions, recovery processes, critical theory and public health approaches to gambling.

## Our Story - Nelson Gambling Taskforce

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Kia ora koutou,

Our story is set in the suburbs of Nelson.

It's a story about ordinary people coming together as one voice trying to right a wrong.

Of how one person standing tall and refusing to give in will inevitably inspire others to stand alongside.

In 2010 the Nelson City Council changed its policy allowing Pokie machines to be placed into a high risk community within 100 meters of a kindergarten. This was on the basis of a submission from one landlord who wanted to install Pokie machines into a venue so he could collect rent and tenant his bar.

Our story looks into the very heart and importance of good governance and at the impact that local government decision/s have on our communities and society as a whole.

Our presentation is about our personal journey to date in fighting to overturn Nelson City Council's policy change decision. It's about what we have actually done, what we have learned on the way and the work that we still have to do.

Thank you for the opportunity to share our story with you.

Nāku noa nā.

Darci Goldsworthy

Chairperson

Nelson Gambling Taskforce

Ref: #130

## Problem Gambling Public Health Training Project That Aims to Further Strengthen and Grow Leadership in Our Workforce

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*Presenter - Te Kakano*

Te Kakano for the 2011 provider forum will be using the Public Health Association's generic competencies to guide our learning. Each public health competency will be discussed and broken down into practical examples of problem gambling public health work. Such training aims to increase participant's knowledge of public health and an understanding of how to apply such concepts into our problem gambling context.

Thanks to PGF there will also be a mobile library table set up during training sessions with books relating to public health competencies. Participants will be able to take books out to add to their learning and interests. Furthermore at the library table there will be lap tops linked into the Te Kakano website for people to explore.

### **Thursday afternoon: Introduction Session:**

- Introduction to Competencies. – Guest Speaker TBC
- Public Health Competency: Community Health Development – Manaaki Auckland Consumer Action Group  
Guest Speakers
- Public Health Competency: Public Health Knowledge
- Public Health Competency: Public Health Science

## Co-Existing Problems (CEP) Workshop

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*Presenters: Jenny Wolf (Ministry of Health), Raine Berry (Matua Raki), Sean Sullivan (ABACUS)*

The Ministry of Health has an expectation that Problem Gambling, Alcohol & Other drug and Mental Health services will be able to initially address those who present with co-existing mental health and addiction problems (“CEP”).

The Ministry, in partnership with Matua Raki and Te Pou (Ministry funded Workforce Development programmes) has been promoting this expectation throughout the country.

For this workshop Abacus has partnered with the Ministry, Matua Raki and Te Pou to again promote the expectation to Problem Gambling, (however further to last year’s Problem Gambling national gathering) elaborating with practical ideas and techniques in order to address “integrated care” and how this can be introduced / strengthened within the problem gambling service setting.

This practical one-off workshop is for leaders and clinicians of problem gambling services.



# 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

## Po Tuku Taonga Awards Night

### Celebrating commitment to making a Difference for Communities, Individuals, Whanau, Hapu, Iwi

#### *'Making a Difference - Sowing seeds for Whanau Ora'*

This "Po Tuku Taonga - Award's Night" is to celebrate and acknowledge the dedication that the problem gambling sector has given to minimising gambling harm for communities, individuals, whanau, hapu, iwi.

We work within our sector to 'make a difference and to sow seeds for whanau ora'. Commitment to the kaupapa is shown everyday by our sectors contribution towards reducing gambling harm. So while we are all together at the annual Provider Forum dinner let's take the time to celebrate some of the achievements across the sector.

Te Kakano in their public health workforce development role is proud to support the Problem Gambling Provider Forum Awards Night. Te Kakano aim to further strengthen and grow leadership in our workforce and see the awards night as a platform to celebrate achievement, hard work and profile best practice in the problem gambling field.

The awards night has the potential to provide inspiration for both problem gambling staff, community action groups, and consumers. Collectively we work hard to minimise gambling harm and collectively we should celebrate our successes.

#### **Ehara taku toa, he taki tahi, he toa taki tini**

*My success should not be bestowed onto me alone, as it was not  
individual success but success of a collective*



# Problem Gambling National Provider Forum - Auckland

4th - 6th May 2011  
What's Working, What's Not, What's New?

## Programme Schedule

Day Three: Friday 6th May 2011

Time	Ref#	Workforce Development Training - Clinical & Public Health	Room	Chair
<b>Morning Session 1</b>				
Breakout 1	9.00am - 10.30am			
	9.00am - 10.30am	130 Public Health (PH) Competency - Te Tiriti O Waitangi & Working Across and Understanding Cultures	Te Kakano	Waiheke
		130 PH Competency: Policy Legislation and Regulation	Te Kakano	Waiheke
		130 PH Competency: Research and Evaluation	Te Kakano	Waiheke
Breakout 2	9.00am - 10.30am	132 Orientation Training <b>Part One</b>	Abacus	Rangitoto
Breakout 3	9.00am - 10.30am	133 Assessment and Formulation for Advanced Practice Using a Case Study Approach <b>Part One</b>	Abacus	Kawau
Breakout 4	9.00am - 10.30am	134 Alcohol & Other Drugs: Differences and similarities from Problem Gambling <b>Part One</b>	Abacus	Motutapu
<b>Morning Session 2</b>				
Breakout 1	10.30am - 11.00am	Light Morning Tea		
	11.00am - 12.30pm			
	11.00am - 12.30pm	130 PH Competency: Communication	Te Kakano	Waiheke
		130 PH Competency: Leadership & Professional Liaison	Te Kakano	Waiheke
		130 PH Competency: Advocacy	Te Kakano	Waiheke
Breakout 2	11.00am - 12.30pm	132 Orientation Training <b>Part Two</b>	Abacus	Rangitoto
Breakout 3	11.00am - 12.30pm	133 Assessment and Formulation for Advanced Practice Using a Case Study approach <b>Part Two</b>	Abacus	Kawau
Breakout 4	11.00am - 12.30am	134 Alcohol & Other Drugs: Differences and similarities from Problem Gambling <b>Part two</b>	Abacus	Motutapu
Breakout 5	11.30am - 12.30pm	PG Management Discussion Group	Management - Problem Gambling Service Providers	Little Barrier
<b>Afternoon Session 1</b>				
Breakout 1	12.30pm - 1.30pm	Lunch		
	1.30pm - 2.30pm			
	1.30pm - 2.30pm	130 PH Competency: Professional Development & Self Management	Te Kakano	Waiheke
		130 PH Competency: Planning & Administration	Te Kakano	Waiheke
Breakout 2	1.30pm - 2.30pm	135 Co-existing Problems - Identifying and Brief Interventions for Anxiety	Abacus	Rangitoto
Breakout 3	1.30pm - 2.30pm	Consumers Meeting (Facilitator - Brenda McQuillan)	Consumers and Community Groups	Kawau
Breakout 4	1.30pm - 2.30pm	Management Open Discussion Group	Management and Ministry of Health Representatives	Little Barrier
<b>Closing Session</b>				
	2.30pm - 3.00pm	Afternoon Tea		
	3.00pm - 3.15pm	Summary & Final Comments - 'What's Working, What's Not, What's New'	Gerry Walker - The Salvation Army	Rangitoto
	3.15pm - 3.45pm	Recommendations	Gerry Walker - The Salvation Army	
	3.45pm - 4.00pm	Potoporoaki (Formal Closing)	Eru Thompson	

# Day Three: Presentations

See programme for allocated rooms and times

## Problem Gambling Public Health Training Project That Aims to Further Strengthen, and Grow Leadership in Our Workforce

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*Presenter - Te Kakano*

Te Kakano for the 2011 provider forum will be using the Public Health Association's generic competencies to guide our learning. Each public health competency will be discussed and broken down into practical examples of problem gambling public health work. Such training aims to increase participant's knowledge of public health and an understanding of how to apply such concepts into our problem gambling context.

Thanks to PGF there will also be a mobile library table set up during training sessions with books relating to public health competencies. Participants will be able to take books out to add to their learning and interests. Furthermore at the library table there will be lap tops linked into the Te Kakano website for people to explore.

### **Friday morning: Session 1:**

- Public Health Competency: Te Tiriti O Waitangi – Guest Speaker TBC
- Public Health Competency: Working Across and Understanding Cultures
- Public Health Competency: Policy Legislation and Regulation – Guest Speaker TBC
- Public Health Competency: Research and Evaluation – Guest Speaker TBC

### **Friday Morning Session 2:**

- Public Health Competency: Communication
- Public Health Competency: Leadership and Professional Liaison
- Public Health Competency: Advocacy – Guest Speaker TBC

### **Friday Afternoon Session 3:**

- Public Health Competency: Professional Development and Self Management
- Public Health Competency: Planning and Administration

Ref: #132

## Orientation Module Two: Working in Problem Gambling Services

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*Presenters: Alison Penfold and Mary Anne Cooke*

This module describes the service specifications introduced by the Ministry of Health in January 2008, and also introduces the Practice Requirements Handbook and Intervention service model components, relating it to clinical concepts such as the Model of Change. The different pathways clients may use to access intervention services are also noted. The module also describes the documents, screening tools and forms used to collect data for client intervention statistics. The four main components of service provision are described in detail; these are: Brief intervention, Full Intervention, Facilitation and Follow-up. There are opportunities for training participants to work in small groups with client scenarios for each specification, in order to practice using the various forms, and to provide a means for clarification and to compare their experience with others.

Ref: #133

## Assessment and Formulation for Advanced Practice Using a Case Study Approach

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*Presenters: Sean Sullivan and Sharlene Wong*

This workshop is aimed at more advanced practitioners who are working with a range of more complex clients. The workshop will incorporate "real client" scenarios brought by different practitioner participants, with identifying details changed in order to protect client confidentiality. The scenarios will come from a range of locations

and will reflect a variety of situations and circumstances. The scenarios will first be described and can also be role-played by the participants who brought them, or by volunteers. The format for the workshop will give all participants the opportunity to spontaneously consider the process of assessment, (considering what screens, tools and other methods to use) to arrive at diagnoses and formulation, and begin the initial stages of care planning for the client.

The Abacus facilitators will guide the presentation and stimulate discussion, and offer suggestions to support presenters and participants to work through the assessment and formulation process. The purpose of the workshop is to not only assist the presenters to review and share their work done with the clients, but also to use this as a learning opportunity for all, to assist with comprehensive assessment and care planning approaches that will take practitioners through into the upcoming era of CEP and aligned competencies.

Ref: #134

## **Alcohol and Other Drugs: Similarities and Differences from Problem Gambling**

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*Presenters: Mike Goulding and Peter Thorburn*

With the advent of integrating co-existing problems (CEP) more formally into problem gambling clinical practice, and also introducing aligned competencies into “the addiction field”, it is timely to review and examine the similarities and differences between alcohol and other drug use and problem gambling. This presentation highlights not only the commonalities between the two from a treatment approach perspective, but also acknowledges some significant differences in the symptoms and impacts on consumers and their significant others, and therefore some different ways of working with PG clients. When working with clients affected by both alcohol and other drugs and problem gambling in addiction services, this understanding assists in developing more effective care plans and relapse prevention strategies to support clients towards recovery.

There will be time within group exercises to share and discuss some of your own experience in current practices of CEP and to brainstorm some innovative ways of incorporating any new ideas presented into your practice. This presentation will be pitched at an intermediate level to be helpful to both experienced and new practitioners, regardless of whether they have had experience in alcohol and drug services prior to joining the problem gambling field.

Ref: #135

## **Problem Gambling Coexisting Problems: Identifying Anxiety and Brief interventions**

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*Presenter: Sean Sullivan*

Anxiety commonly coexists with problem gambling behaviour, and with those affected by another’s problem gambling. For gamblers, the anxiety may pre-exist the gambling, or result from the gambling or its consequences. With the advent of CEP (Coexisting Problems), emphasis upon addressing problem gambling (PG) and anxiety issues requires the identification of the anxiety condition, and a decision whether it is addressed by the PG service, in concert with a mental health practitioner, or referred to a mental health specialist.

Anxiety conditions can be viewed as falling within five categories, and these are briefly described, the issues of assessment discussed, and applying the CEP quadrant to who should provide the intervention.

As a brief one-hour introduction to addressing anxiety, emphasis will be upon mild/moderate anxiety coexisting with pathological gambling (PG) or those affected by another’s severe gambling problems. The addressing of severe anxiety disorders and PG is covered briefly. Strategies to intervene with anxiety and problem gambling in an integrated approach are discussed.



## INTERNATIONAL GAMBLING CONFERENCE

Ma te kōrero ka mōhio, Ma te mōhio ka mārama,  
Ma te mārama ka mātau, Ma te mātau ka ora

### **4th International Gambling Conference 2012**

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Planning is well underway for the 4th International Gambling Conference being held at Auckland's Crowne Plaza Hotel, 22-24 February 2012.

The conference will once again be hosted by Hapai Te Hauora Tapui Maori Public Health, the Gambling and Addictions Research Centre at Auckland University of Technology (AUT) and the Problem Gambling Foundation of New Zealand.

We are very pleased to announce that a dedicated conference website has been developed. Delegates will find a wealth of information on the site including the latest news, travel, and how to register.

Visit [www.internationalgamblingconference.com](http://www.internationalgamblingconference.com)

A new conference logo has also been developed (pictured above). Rather than creating separate logos for each conference, this logo will be a visual representation for the upcoming conference in 2012 and the International Gambling Conferences that take place in the future.

The three koru or spirals on the conference tohu symbolise all the work that problem gambling services have undertaken in the past, are presently carrying out, and will continue embarking on in the future to prevent gambling harm.

Additionally they symbolise the relationship between the three conference organising partners.

The outside kowhaiwahi or pattern on the tohu represents the mangopare or hammerhead shark, which for Maori is a symbol for strength, resilience and determination. Such a symbol fits well with the qualities needed by all problem gambling researchers, policy makers, public health workers, clinicians, communities, indigenous peoples, iwi, hapu, whanau/families to overcome problem gambling both at a local and a global level.

#### **4th International Gambling Conference 22-24 February 2012 – Diary the dates now!**

Anyone wanting to join the conference database and receive regular updates and information, please contact Cynthia Orme by email: [cynthia.orme@pgfnz.org.nz](mailto:cynthia.orme@pgfnz.org.nz)