



Problem Gambling National Pacific Fono 20th September 2010 Summary of Proceedings

INTRODUCTION

The Problem Gambling National Pacific Fono was organised by the Problem Gambling National Coordination Service (NCS), a Ministry of Health contract with The Salvation Army, in partnership with the Centre for Gambling Studies, UoA.

This was an opportunity for all Ministry of Health funded Pacific Problem Gambling Service Providers to come together nationally. The one day fono had a structured programme encompassing Intervention and Public Health service provider presentations and workshops.

The fono was held at
Sorrento *in the Park*,
One Tree Hill Domain,
Royal Oak, Auckland

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

- facilitate workforce development opportunities
- increase collaboration between providers and stakeholders
- support provider engagement in Ministry service development processes (intervention, public health and infrastructure)
- provide opportunities for the sector to communicate and exchange problem gambling trends with the Ministry

Outcomes Sought:

- To build relationships and understanding with PHOs, NGOs and Youth
- Collaboration/communication strategy with other organisations & stakeholders

ATTENDANCE

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

- Gambling Helpline
- Problem Gambling Foundation of New Zealand - Mapu Maia
- Niu Development Inc
- Tupu - Pacific Alcohol and Drugs/Gambling Services
- Taeaomanino Trust
- Pacific Island Evaluation Inc
- Raukura Hauora O Tainui
- The Salvation Army - Oasis Centres
- Takanga A Fohe - Pacific Mental Health and Addictions
- Problem Gambling National Coordination Service
- Ministry of Health
- Te Kakano - Work Force Development: Public Health Trainer
- Health Sponsorship Council
- Abacus
- ADHB - Pacific Health Manager
- Manukau City Council - Councillor

Total Participants 61

Monday 20th September 2010

Refer attached Programme Schedule.

OPENING:

The forum began at 8.30am with a lotu/prayer by Elder Leveo Seupule.

This was followed by a farewell to Niu Development Inc. from all Pacific problem gambling service providers. The farewell was led by Elder Leveo Seupule, with each of the problem gambling Pacific providers acknowledging Niu Development for the excellent work undertaken and the commitment from their staff in raising awareness in their communities on the harms suffered by problem gambling.

PRESENTATIONS: Began at 10.45am

Rufo Pupualii

Problem Gambling Foundation of New Zealand - Mapu
Maia

Poem Competition - Raising Awareness of Problem Gambling

Rufo Pupualii spoke of the Gamblefree Day activity they undertook on September 1st 2010. This activity took several months of careful planning and accumulated with individuals from the Pacific communities submitting poems on problem gambling - their own perspective. From these poems 15 finalists were selected and read their poems out on Radio Samoa. These poems and the community will continue to raise awareness on the harms of problem gambling. Rufo introduced 5 of the winners who spoke of their perspective on problem gambling and read out their poems.

Hilda Fa'asalele

ADHB - General Manager Pacific Health

Working with PHOs

See power point presentation.

Hilda Fa'asalele began with an overview of PHOs, the development of primary healthcare, the strategy that led to the development of primary health care organisations. Hilda spoke about where we are now and the future under the government initiative 'Better, Sooner, More Convenient' primary health care, the importance of developing relationships with all stakeholders in the health sector, of the need for wrap around health services and for the providers to be pro-active.

Alfred Filipaina

Manukau City Council & New Zealand Police

Working with Local Councils and NZ Police

See power point presentation

Alfred Filipaina began his presentation with a story of his family and problem gambling. He followed this with information on the amalgamation of all the councils under the Super City and reminded the providers to lobby the new council members on the policies re problem gambling. Alfred told the participants to ensure they continue to put in submissions to annual plans and LTCCP hearings. He said there is strength in numbers and noted the importance to ensure community groups that have already been successful in their own areas, to continue the work they are doing. There will be an advisory panel established for Pacific peoples, it would be beneficial to have problem gambling represented on this panel. He endorsed Hilda Fa'asalele's point - be proactive. Build relationships with the Police Area Commanders and Pacific liaison person in your area, encourage them to attend problem gambling awareness activities.

Danielle Fa'alolo

Congregational Church of Samoa

Michael Tapu

Tupu Services

Working with Youth

Danielle Fa'alolo is undertaking a degree in Health Science - and at present is working on health promotion. Michael Tapu is working for Tupu Services as youth worker. Both are youth leaders for their church and at present are involved with the Manukau City Youth council, which will cease to exist when Auckland becomes the Super City. Collaboration undertaken with youth should include events that offer entertainment, healthy exercise or provide opportunities to fund raise for important activities; such as movie nights, car wash, walkathons, song contests, music, rumba etc... Host monthly evenings of music and dance and introduce a guest speaker e.g. problem gambling, AOD, family planning, family violence. This is a great way to engage with

youth, education is the key to success however you need to capture their interest first, build the relationship and trust creating positive environments.

Gerardine Clifford

Taeaomanino Trust

Working with NGOs

See power point presentation.

In working with Pacific people you need first to acknowledge their sacred stories. Story telling brings communities together, to share and support, to educate the young, it creates the environment of trust and encourages working together. Gerardine Clifford spoke of a community active they participated in called the Midnight Express - it involves seven other community organisations along with themselves. They pick up people off the street, run them home and offer support. Working collaboratively with other organisations brings many advantages, it helps with economies of scale, improved efficiency and administration, helps reach more people and shares the work load. There is a sharing of skills knowledge and experience however it is important to have protocols and a plan in place when working together to ensure a fair and equitable balance is achieved. All parties need to understand what outcomes need to be achieved from this collaboration and how it will happen. There needs to be trust, confidence and transparency within in the collaboration, know each others strengths and weaknesses.

The afternoon session comprised of a workshop on collaboration (1.15pm - 2.30pm) followed by two provider training sessions that ran concurrently - one public health and one clinical.

Collaboration Workshop:

The workshop was facilitated by Josephine Gray and Pesio Siitia. There were four breakout groups:

Group 1	PHO
Group 2	TLA
Group 3	NGO
Group 4	Youth

The morning presenters joined their relevant groups and gave their views on good communication strategies and action plans to begin developing good working relationships. The following was summarised and reported back to the fono by all four groups:

Group 1 PHO

- Examine the PHO's primary healthcare strategy policies
- Look at identifying disparities - socio economic & cultural
- Target problem gambling health promotion in the same way smoking cessation utilises PHO's currently
- Possibility of tagging on to existing services
- Put gambling into the mix

Group 2 TLA

- Funding decisions will be shifted - will be sitting with local boards
- Need to identify with local boards
- Identify councillors who recommend policies that support reduction in harm from problem gambling
- Ensure community groups can continue current status
- Health promoters to lobby, promote the campaign powerfully

Group 3 NGO

- Identify strength and weaknesses of the groups/organisations
- Establish and agree on protocols
- Develop strategies/plan
- Agree on the outcome required

Group 4 Youth

- Music - Drama - Dance
- Events - Bring It On, Polyfest
- Youth Council - Youth Voice
- Communication - e.g. gambling, technology
- Motivational Strategies

Training Sessions

ABACUS:

The Abacus session was an introduction to youth and internet gambling. Peter Thorburn (Abacus) accessed a live internet gambling site where he spoke about how these sites worked, how easy they were to access and the number operating at any given time. Each year the internet will improve, more and more youth are attracted to the internet by social network sites such as Facebook and Bebo. Pop ups invite them into real live gambling sites. However it is not just the gambling sites that may be addictive, there are gaming sites where you can create make believe lives, these sites are proving to be addictive where some players loose touch with reality.

Te Kakano:

Due to the small number of public health promoters at the session an open discussion was held to address relevant and specific requirements for those in attendance

- Public health initiatives/activities for Pacific Problem Gambling Services. The activities were GFD in Porirua, Poem Competition, Church Youth Fundraising Grp/Choir, Tongan Elderly Day - discussion took place re what works best, how to engage with the Pacific communities and what resources are required.
- The Research needs of Pacific providers - A community survey for Porirua - evidence based information, local information relevant to Porirua.
- Competencies for Public Health - including cultural
- Resources - to target outside the sector, i.e. social services, PHOs, schools etc... to extend the reach.

The day finished with an update from the Ministry of Health.

Carmela Petagna Ministry of Health
Derek Thompson Ministry of Health

Carmela Petagna and Derek Thompson thanked all attendees for participating and the presenters for their informative presentations. They thanked Niu Development and the Niu team for their work in the problem gambling sector and Mali Erick and Mu'autofia Tueipi Clarke for their leadership and work within the organisation. They expressed their best wishes for the future.

Derek Thompson gave an update for the Ministry, including an update on the CLIC data base consultation where they have had good feedback from Pacific and on the tenders that have gone out for Problem Gambling Pacific Research & the National Gambling Study.

EMERGENT ISSUES

- Collaboration is required to ensure a wider audience is reached and the needs of the community are fully met - however care must be taken when entering into a collaborative working environment.
- Auckland Super City - will TLA's problem gambling policies be adhered to, will they be reviewed. Problem gambling providers will need to monitor the ongoing development and changes to these policies.
- Increased education, knowledge and awareness on gambling and the harm suffered from problem gambling needs to be addressed for youth. Of 540 youth interviewed 90% said they could beat a gambling machine.

OUTCOMES

- All service providers were well represented.
- Working collaboratively is essential in ensuring sustainability and delivering a comprehensive, efficient health programme to the community - understanding the requirements of working collaboratively, the benefits and issues/concerns have been fully explored and understood. The foundation has been established.
- Pacific providers are working towards a more multi dimensional approach and more collective effort.
- Abacus & Te Kakano successfully delivered workforce development training.
- The fono was convened in true Pasifika style.
- Feedback has been extremely positive.

RECOMMENDATIONS:

- The next fono to address working collaboratively - at the grass root level - to include staff from PHOs & NGOs

- More relevant and specific research is required for Pacific on problem gambling

CONCLUSION

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

These evaluative comments on the forum are fed back to the Ministry of Health and will be considered in the planning of future forums and related Pacific specific training.

EVALUATION:

An evaluation form was given to all participants from the National Coordination Service and a summary of the responses are listed below.

The fono was very well received according to feedback and evaluations. All participants that completed evaluations thought the time spent attending the fono would help them with their work and would recommend attending the next PG National Pacific Fono. The venue was excellent; the food was exceptional and catered for the Pacific style.

22 responses were received from a possible 61 overall for the NCS evaluation and they are summarised below.

NATIONAL PACIFIC FONO APRIL 2010 EVALUATION

Responses recorded as a percentage based on the 22 evaluations received

	Excellent	Good	Fair	Poor	Abstain
Fono as a whole	73%	14%			13%
Venue	73%	18%	5%	4%	
Location	64%	23%	9%		4%
Helpfulness of forum organisers	55%	45%			
Availability of information prior to forum	41%	50%	5%		4%
Registration process	73%	18%			9%
Accommodation recommended	32%	9%			59%
Food at forum	82%	14%			4%
Did the Fono meet your needs and expectations overall	73%	23%			4%
Did the Fono Inspire you	64%	27%	4%		5%
Content of Day 1	73%	18%	4%		5%
Quality of Day1	73%	18%	4%		5%
Opportunities to update knowledge/skills in areas that are relevant to you	73%	23%	4%		
Opportunity to network with other providers and presenters	82%	18			

Please note the majority of participants abstained from completing day two evaluation due to Te Kakano and Abacus supplying their own evaluation form, please contact either Te Kakano or Abacus for summary of evaluation for Day Two
These comments are collated from the 22 responses received out of a possible 61

What were the highlights of the forum for you?

- The different presentations and workshops really showed collaboration. The whole fono was excellent.
- It was great to see how everyone gets along so well. Great to see a sharing attitude and wanting to work together.
- Alfred Filipaina presentation. Networking and youth internet gambling training from Abacus. Geraldine Taeaomanino Trust presentation. Youth presence and presentations.
- Youth presentation. Collaboration
- Great networking.
- Geraldine's presentation, youth presentation. National network for Pacific is awesome. Farewell for Niu Dev. Inc.
- NGO, TLA presentations
- The Food, Alfred Filipaina, Geraldine Clifford
- Networking, Abacus training
- Clinical presentation on problem gambling with Youth
- Youth involvement. Collaboration workshop. Streams options – smaller groups
- Really interesting and relevant presentations. Great youth involvement. Food great, networking great.
- Hearing presentations, especially by Geraldine. Enjoyed the variety.
- Networking with others. Youth point of view
- Broad input from DHB & TLA speakers
- Networking
- Listening to a youth perspective and networking with other people
- It was important for me to understand others communities of the Pacific
- Other supporters from outside gambling sector. Working collaboratively with PHOs, Council, others. Samoan supporters of the community to tell stories.

What aspects of the fono could have been improved on?

- Questions and answers
- It was all good
- DHB presentation
- More energy/interaction during presentations
- More interacting workshops. Words on slide bigger – so easy to read
- More time in discussions after each speaker.
- Timekeeping
- Nothing because the late start was due to some of the participants arriving late for breakfast. Well done for catching up on time
- More understanding from others what's happening in New Zealand.
- Stick to time. More outside good supporters of Problem Gambling providers.

Do you think time spent attending the National Pacific Fono will help you in your work?

- Yes, I believe I can take back what I learnt about collaboration to help prevent youth problem gambling
- Absolutely
- Yes – youth gambling research
- Definitely
- Yes, thanks
- Yes definitely
- Yes, it has broadened my understanding
- Yes, networking and hearing ways of working collaboratively is very important
- Yes – future collaboration
- Tremendously – learning from each other the Pasifika way.
- Yes, because of the networking.
- I had no job. I was retired from my serving but it helps me while I'm living in the country
- Yes, thank you.

Are there any additional comments you wish to make?

- Keep up the awesome work, especially coming together in unity and collaboration.
- Thank you.
- See you next time
- Thanks
- Great meeting, always look forward to updates from other provider's ministry. Also good to find out what's happening in local politics i.e. Auckland Super Council.
- Excellent fono so far, much more focused. Future topics: Justice, DHB, Salvation Army
- Thank you very much
- Thank you. Excellent fono, opportunities to network and create.
- Good luck for the future and the work you do for our people
- Yes, I want more fono to make me more interested about different Pacific communities.
- We can have this Pasifika Fono somewhere else, not Auckland. Invite more supporters from outside.