

# 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 Five | Summer 2009

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### From the Desk

**Michelle O'Loughlin, National Coordinator,  
Problem Gambling National Coordination Service**

#### Tena Koutou Katoa, Welcome and Warmest Pacific Greetings!

As once again we quickly approach Christmas and the year's end it seems that we are still busy in our work. The 'recession' with all the changes and uncertainty it has brought (including staff reduction and restructuring for some providers) has meant a heavier workload for most. This situation is faced not only by us in the problem gambling field, but throughout many different workforces in New Zealand. This adds to the challenges we face in an already demanding role, however our mahi brings many rewards and successes. It is therefore a good time to reflect on the achievements over the past year, ensuring we realise the difference we make and the benefits to all those affected by gambling harm. I applaud you all in the effort and passion you continue to bring to the sector and your support of local communities in need.

This quarter Te Rangihaeata Oranga Trust organised and hosted the National Problem Gambling Maori Hui on 6th to 8th October 2009. The team from Te Rangihaeata Oranga Trust, under the wonderful leadership of Monica Stockdale, held a very successful hui. The weather tried to conspire against them and made travel not only difficult but quite dangerous. However, many providers made valiant efforts to attend the hui, proving their commitment to the success of this and future hui. Monica has submitted an article on the hui which is included in this newsletter.

The National Problem Gambling Pacific Fono was also held on October 21st. This was also a great success, although two weeks later was shadowed by the tragic passing of Papali'itele Tanumafili (Tanu) Toso who was so instrumental in the planning and facilitation of the fono. Tanu had been appointed as the Pacific Cultural Navigator for the National Coordination Service and many of you will have known Tanu as he was involved in the problem gambling sector for over 10 years. The success of this day was largely due to the insight, passion and huge effort put in by Tanu and will be a fitting tribute to him.

This quarter has seen the appointment of Te Kakano, the new Problem Gambling Workforce Development Public Health trainers, who attended the fono and hui. Many providers have been, or are currently involved with submissions to their Territorial Local Authority regarding local gambling policy reviews and Gamble Free Day was celebrated successfully again around many regions in the country.

During this time I have visited service providers throughout the country. I had hoped to have completed visits to all providers by the end of the year,

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The views and opinions expressed in this newsletter do not necessarily represent those of the above parties.  
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## From the Desk

*Continued from page 1...*

however this is proving difficult to achieve due to the busy schedules of all involved. At present the dedicated PGF Asian service has been visited, along with most of the General and Pacific providers. Eru Thompson has also accompanied me on visits to Maori service providers ensuring correct protocol has been upheld. The visits undertaken so far have proved to be very enjoyable and well received, building stronger relationships and a more collaborative approach.

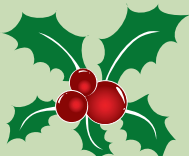
The calendar of events on the last page of this newsletter has been updated for 2010. It is important to diarise all upcoming events to allow forward planning and to ensure all hui, fono, forum and training days are attended. It is a busy start to the New Year with the Indigenous and International Conferences both being held in February, of which details have been included in this newsletter. The timing of these events was taken into account when setting the dates for our National Coordination Service events.

We would like to thank everyone for your ongoing support of the National Coordination Service and the quarterly newsletter. Remember this newsletter is your newsletter. If you have not submitted an article please think about profiling your organisation and the good work you do in your community. I would be pleased to help if you require some assistance in putting your article together - just drop me a line.

**May Joy be your gift this Christmas  
And May Peace and Hope  
Follow you into the New Year**

**On behalf of the National Coordination Service, The Salvation Army and Centre for Gambling Studies, University of Auckland, I would like to extend to you all a very Merry Christmas and a safe New Year.**

**Nga mihi o te kirihimete me te Te Tau Hou**



## Tribute to Papali'itele Tanumafili Toso



**10/01/1960 - 08/11/2009**

Papali'itele Tanumafili Toso better known to all in the problem gambling field as Tanu passed away on 8th November.

Tanu was appointed Pacific Cultural Navigator for The Problem Gambling National Coordination Service (a contract held by The Salvation Army). It was a pleasure to work alongside Tanu, such a humble man with loads of integrity. In the short time I knew Tanu I came to respect him and value the enormous effort he put into his work within the gambling sector. His wisdom and guidance will be sadly missed and he will be a huge loss for our Pacific provider network.

One of his many talents was connecting people, the right people to do the job. Everyone will have witnessed this and been part of Tanu's plan: We must continue to work together in his honour striving to improve the lives of the Pacific people and the wider communities.

Our sympathy and prayers are extended to his wife Jenny and Tanu's family.

## Interventions...

# New Chief Executive for Gambling Helpline

### Gambling Helpline New Zealand

On 12 October 2009, Dr Maria Bellringer was appointed as Chief Executive Officer of the Gambling Helpline.

Maria was previously Co-Director of the Gambling and Addictions Research Centre at AUT University and has eight years experience in the gambling area, having worked at both the Problem Gambling Foundation and the University of Auckland's Centre for Gambling Studies, prior to joining AUT University in 2003. Maria has over 20 years experience in management and project management as well as experience as a person-centred counselor. Maria's education includes a PhD in biochemistry and a post-graduate diploma in health sciences, specialising in mental health development. She migrated to New Zealand at the end of 2001, having had a successful career as a toxicologist in the UK.

Maria is very pleased to have joined the Gambling Helpline team and looks forward to new and continued relationships within the gambling and problem gambling sectors. Maria can be contacted on: maria.bellringer@gamblingproblem.co.nz or on 09 909 8770.

The Gambling Helpline currently operates 24 hours a day and in order to provide a comprehensive service also has four specialist lines, plus two websites and a text service. Dedicated Maori, Pacific, youth and debt lines operate at specific hours, and clients may directly call them or be referred as a result of contacting the main line. The immediate availability of support is important and users of these dedicated lines are able to call the main 0800 654 655 number outside the specialist line hours.

**As has always been its policy, and in the interest of best care for clients, Gambling Helpline is willing to work with all agencies within the gambling sector. If a person seeking face-to-face counselling has a long wait for an appointment, if a counsellor is going to be away for some time or if a supportive call between counselling appointments will be of benefit, the Gambling Helpline is able to be of assistance. Over the years many people have benefited from their face-to-face counsellor and the Gambling Helpline working in cooperation.**

The Gambling Helpline website [www.gamblingproblem.co.nz](http://www.gamblingproblem.co.nz) has an active Talking Point Forum which provides a platform for people suffering from problem gambling (gamblers and significant others) to share their concerns and benefit from the experiences of others. People not yet ready to post on the forum or contact a support service can read the postings and by doing so be assisted in the realisation that their problem is not unique, others are suffering just as they are and that it is possible to turn things around and regain a normal life.

The second Gambling Helpline website [www.inyaface.co.nz](http://www.inyaface.co.nz) is a site specifically for youth and will undergo redevelopment in the near future. Both websites provide the opportunity for Email contact and counselling.

The Gambling Helpline service, Text: 8006, has been available for two years. With the use of mobile phones now such an accepted part of life, to the extent that many people now do not have a landline, the option of a text service is preferable to some people. Further development is planned to increase the exposure and use of this service and the Gambling Helpline is in the position of being able to benefit from the expertise of the very successful Lowdown text service (for young people with depression) being operated by LifeLine.



**Gambling Helpline**  
NEW ZEALAND

The Gambling Helpline is fortunate in being able to liaise with Lifeline for expertise in such areas. Another example is family violence which has been a factor in many calls to the Gambling Helpline. Alan Scott, the Gambling Helpline manager, was the original manager of the Family Violence Information line and worked with the Ministry of Social Development, CYFS, Preventing Violence in the Home and Women's Refuge in writing its policies and procedures. The Family Violence line operates from both LifeLine and Youthline buildings and its current manager regularly meets with the Gambling Helpline. Additionally one of the counselors works for both services.

#### Gambling Helpline numbers:

- Main line 0800 654 655
- Maori Line 0800 654 656
- Pasifika Line 0800 654 657
- Debt Line 0800 654 658
- Youth Line 0800 654 659
- Text 4 Help Text: 8006

For further information, please contact Maria Bellringer on Phone (09) 909 8770  
Email: maria.bellringer@gamblingproblem.co.nz



## Resilience – Whanau Ora

**Denis McLeod,  
Toiora Healthy Lifestyles**

Presented by Denis McLeod at the Problem Gambling National Maori Hui. “Implications of whanau ora for building resilient whanau, hapu and Maori communities to 2015.”

Of all the kupu contained within this wero before me – the most challenging was the kupu ‘Resilient’ - which is hardly derived from Te Ao Maori. What does that word mean? What does the word mean for Maori?

To cut to the chaff....I have interpreted *resilience* to mean ‘to rebound back to a previously experienced situation / location.’

Let me briefly put ‘resilience’ into some context. Just last week I heard on the TV News a statement related to the sad misfortune that our Pacific cousins from Samoa were enduring. The statement was “you can only marvel at the tremendous resilience shown by the Samoan people in trying to get their lives back together again.” Now that statement, for me, summed up what this kupu resilience means. It’s taking a journey to a better point – a point that was previously experienced – a point that people previously knew of and were comfortable with.

So to link that meaning to the situation that we have gathered at this hui to discuss, two factors came to my mind that need to be considered.

Firstly where is that point for people are trying to reach? and secondly, irrespective of where that point may be – what is required to undertake that journey? What are the qualities that make up ‘resilience’?

I’ll quickly deal with the first point. Whatever that destination point is for people / whanau or our communities, I am suggesting it is a destination that *they* chose – and most importantly not a destination that is chosen for them by someone else. If we are serious about ensuring that whanau have a right to self determination – and why shouldn’t we be – then having whanau determine their destination needs to be seriously supported.

Prior to the tsunami in visiting Samoa many of the fale may have appeared from a visitors perspective, in need of repair – very few had windows. However the point is, to the Samoan people it was their home – it was the way they were comfortable with – it was theirs and they chose it.

So my point here is that Self determination / autonomy / call it Rangatiratanga if you chose – but the destination where whanau and / or their communities aspire to – is their destination.

I would like to focus on the second point that I had mentioned – what qualities are involved and have significance in ones application of resilience?



Within the arena of Public Health and specifically within Health Promotion, much reference is made in considering Social Determinants of Health. An example - a persons or whanau income and/or housing and/or employment will be linked to ones Health status. Often when one looks at the Social Determinants through the lens of Maori the picture is gloomy – it is often said that our overall state of Health is not Healthy. My dilemma here is if we are constantly looking through dim lens and focused on gloomy images or pictures – how then will that enhance one’s resilience? How does one get stimulated and cast into a positive frame of mind by being identified as ‘needy’ ‘an inequality’... once upon a time not too long ago Maori were even called ‘gaps.’ We know Maori do not share the same status of health as Non-Maori – but if we constantly are reminded and focused as being ‘in deficit’, then I don’t believe our resilience buttons will ever be activated in that environment. My suggestion to consider is that we concentrate not on social determinants of health – rather let’s focus on our cultural determinants.

### What are cultural determinants?

I don’t have any finite list. They vary on where you are from, and what cultural values are of significance for you. However some suggestions may include:



Cultural Identity, Cultural knowledge, Manaaki, Tikanga, Whanaungatanga, Te Reo, Mana, Waiata, Karakia...and the list will go on.

## Public Health...

Continued from page 4...

Let me relate a recent experience. Recently I visited a Kaumatua service. Yes I heard some maemae within their korero that explained the hurt of not being taught te reo, but I also heard the loud volume within their waiata; the whanaungatanga that existed between themselves; the willingness to share whakapapa and find linkages that were of significance and the sharing of kai and manaaki, without seeking any recognition whatsoever.

A Kaumatua wanders into the kitchen carrying two full bags of puha as a contribution for kai – we know this type of behaviour – it is always an absolute pleasure to experience. Embracing this whole experience was the constant sound of laughter and korero – everyone looked busy and without exception everyone was enjoying the company of others. Interesting – this pleasurable experience happening right in the thick of a recession. We can look at the present and see doom and gloom – then again we as Maori can chose to look at the same space as Maori and see Te Ao Maori – Te Ao Marama. It all depends on what lens you chose to wear!!! If you wish to find problems – then look into the dark corners – that’s where they exist, they may be hard to define, but we know they exist. You’ll find ‘financial downturns’, ‘declining employment’, ‘economic downward spirals’ – sounds like something from a mystery novel.

Let’s remind ourselves of our Pacific cousins again – they are trying to rebuild their lives, their fale, under the most horrific conditions that anyone could possibly imagine. They are determined to ‘succeed’ – to rebuild their world. They believe in their faith, in their abilities, in their communities, in their beliefs. In my personal view I believe they will achieve - because they believe in themselves – meaning it’s their cultural determinants that drives them to succeed, not the social determinants.

Therefore in our ‘World of Work’ my suggestion is, try

looking at the same space that confronts our people, and our communities, through the lens of Te Ao Marama. You will find brighter areas – it’s a healthier space. Hearing laughter, korero, waiata, is far healthier than listening to financial reports, falling interest rates and ‘growth’ in unemployment and then endless articles of doom and despair that confronts our society. Enjoy the sharing of korero, making whakapapa linkages - it creates more fulfillment than standing in benefits queues, asking for food vouchers and making requests for emergency grants.

The importance of cultural determinates of Hauora ensures positive experiences. I am not suggesting that social determinants will disappear – they won’t and those issues need to be addressed. What I am suggesting is how we manage ourselves. Within the arena of Public Health / Health Promotion I would strongly advocate, especially for Maori, to engage with your whanau / hapu / marae – encourage tautoko and participate in encouraging your communities cultural determinants of Hauora - then perhaps you may find the next purchase from your Health budget could be a ukulele – it will produce a far healthier outcome than what can be achieved from a packet of panadol!!

Yes, we do have another R word – in this case it is *resilience* – but what I am suggesting is that it’s the lens you choose to wear that will determine what impact that R word will have within your mahi. If this korero contains any degree of logic or sense – then we have the next couple of days to share experiences, and under the kaupapa of this hui – ‘whanau ora’ – I welcome the opportunity in hearing your experiences.

For further information, please contact Denis McLeod  
Email: [denis@toiora.net.nz](mailto:denis@toiora.net.nz)

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## Congratulations Rakei Ngaia

Rakei Ngaia has had a very busy, productive and successful year. His commitment and passion in his work as a health promoter has been recognised by his employer Toiora Healthy Lifestyles who nominated him for the New Plymouth District Council Young Achievers Awards. Rakei went on to win the:

“2009 Young Employee of the Year”

Denis McLeod (Rakei’s manager) said over his 10 months employment he has shown a commitment to learn and ventured into various development pathways that many young people would find challenging. Rakei completed training in both health and journalism at Western Institute of Technology at Taranaki before seeking employment with Toiora Healthy Lifestyles. He is continuing his education working by correspondence towards a



## Public Health...

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certificate in Health Promotion from Otago University.

He designs and delivers programmes addressing problem gambling and also has moved into physical activity/nutrition, currently working in Taranaki schools teaching traditional Maori games like ki-o-rahi. Rakei's life is extremely busy; he is a member of Nga Manu Reo Toastmasters and is actively involved in ruby league. His other interests include reading and playing chess.

Rakei gave a very informative presentation at the National Maori Hui held in October and has been invited to present at the International Indigenous Problem Gambling Symposium in 2010. It is not surprising to learn that Rakei has already picked up another award at the National Maori Problem Gambling Workforce awards

### "2009 – Most Promising Worker Award".

Rakei is a great role model to youth and his commitment and dedication as a Maori health promoter is very valuable to the sector. Congratulations Rakei!

For further information, please contact Denis McLeod,  
Email:denis@toiora.net.nz

## Gamble Free Day: Dining Discount 2009

Problem Gambling Foundation of New Zealand – Asian Services held their third Discount Dining campaign throughout New Zealand.

On Gamble Free Day, customers with Gamble Free Day dining discount vouchers can get 10% discount for their meal at the participating restaurant. The idea is to promote healthy entertainment instead of spending money on gambling, to raise the awareness of gambling harms by promoting open discussion on gambling harms within the communities. The campaign was a huge success.

For further information, please contact John Wong  
Email: john.wong@pgfnz.org.nz



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# “Planting Seeds for Whanau Ora”

## Maori Problem Gambling Workforce Awards Night

“Building strong organisations is a key driver to building strong services for Maori that will ultimately result in better health outcomes. Tariana Turia 2009 Associate Minister of Health”

On the evening of the 1st of September 2009 Hapai Te Hauora Tapui hosted the inaugural Maori Problem Gambling Workforce Awards Night. The overall intent of the evening was to provide a vehicle to support best practice in Maori public health and clinical services, to provide inspiration, to continue raising awareness of problem gambling, and to create further opportunities for working together to minimise gambling harm in our communities.

The event demonstrated strategic, collective approaches of the Maori problem gambling workforce across research, public health, intervention, community relations, media and policy. Hon Tariana Turia was the guest speaker for the evening and talked about “collectively taking a stand; to protect our communities from further harm; to take responsibility for the wellbeing of our communities” and how the “opportunity for the seed of hope to transform into the flower of the joy, is to stand up on this Gamble Free Day and to declare problem gambling a social hazard”.

Maori staff from both mainstream and Maori Problem Gambling services were present including; Raukura Hauora O Tainui, Nga Manga Puriri, Te Rangihaeata Oranga Trust, Abacus, Rangataua Mauriora, Problem Gambling Foundation, Maori Gambling Helpline, and Oasis Salvation Army, with a representative (Ruth Herd) from Taranaki on behalf of Toiora Health Lifestyles. Furthermore Ngati Whatua kaumatua and kuia, action group members from Whangarei, Otago and Waitakere attended as well other Maori organisations and individuals who supported the TLA submission process in both Waitakere and North Shore as a way of building a continued relationship, informing them of what is happening in the problem gambling sector and acknowledging them for their participation in minimising gambling harm on top of their own mahi.

Awards were categorised to cover the breadth of expertise in the Maori problem gambling field. Categories and recipients were:

1. Te Kete Matauranga - Research, Dr Laurie Morrison (Ngati Whakaue, Te Arawa)
2. Whakapara Huarahi - Maori Provider Innovation, Hawkes Bay Te Rangihaeata Oranga
3. Whanau Pakari - Intervention, Di Richards (Kai Tahu, Ngati Kahungunu) Oasis Salvation Army
4. He Peka Titoki e Kore e Whati - Dedication to Policy Development, Layla Lyndon-Tonga (Nga Puhi, Ngati Porou) Nga Manga Puriri
5. Ahakoa he iti, he iti Rakei Ngaia (Taranaki, Ngati Kahungunu) Toiora Healthy Lifestyles
6. Te Kahu Korako - Working for Safe Environments, Eru Loach (Ngati Awa)
7. Piki Maramatanga - Advancing Support and Awareness Raising, Mere Elkington (Ngati Porou, Tainui, Ngati Maniapoto, Ngati Raukawa), Hinemoa Metekingi (Ngati Toa, Te Ati Haunui a Paparangi, Ngati Tuwharetoa, Ngai Tahu, Te Arawa) Ashleigh Sagar (Ngati Toa, Te Ati Haunui a Paparangi, Ngati Tuwharetoa, Ngai Tahu, Te Arawa)
8. He Tangata ki tahi - Working with Maori John Raeburn (Ngati Pakeha)
9. Te Tumu Herenga Waka - Long Service Dr Lorna Dyal (Ngati Maniapoto). University of Auckland



## Public Health...

### Gamble Free Day in Wellington

#### Katherine Reweti, Problem Gambling Foundation of New Zealand

Gamble Free Day in Wellington was held under a marquee in Manners Mall on the 1st of September between 11-2pm. The central team which includes Problem Gambling Foundation of New Zealand, The Salvation Army – Oasis Centre, Health Sponsorship Council and volunteers gave away delicious bacon sandwiches, apples and liquorice (all sponsored by the Health Sponsorship Council) to the public. Also free giveaways included educational packages and HSC resources. HSC along with sponsoring our food costs, provided two willing and eager staff members as volunteers.

We obtained almost 80 brief screens during the 3 hours. We were featured on Te Paea - Maori television. Performers sang throughout the day, first was Kahu Taumata (photo centre right), and second was the Taiata Collage quartet (photo bottom right). Photo one (top right) shows a staff member from the The Southern Cross Bar receiving a certificate of appreciation for removing pokie machines from their venue and replacing them with other activities.

It was a great day, we spoke to many concerned members of the public about harm caused to people, families and communities from problem gambling.

For further information, please contact Katherine Reweti on Phone (04) 473 4360, Email: [katherine.reweti@pgfnz.org.nz](mailto:katherine.reweti@pgfnz.org.nz)



### Gamble Free Day: Tokoroa

#### Jeanette Arnold, The Salvation Army: Oasis Centre - Tauranga

The local Salvation Army Social Services staff worked together with the South Waikato Safer Community Council to raise the profile of Gamble Free Day in the community.

With the help of a few thousand dollars from the District Council a street banner featuring the Problem Gambling Helpline phone number, was developed and hung across a busy central Tokoroa Street. On Gamble Free Day Salvation Army Social Service and Oasis Centre staff peopled a desk space on one of the busiest street corners near the banner. The Problem Gambling Foundation had supplied a decommissioned EGM machine as an interesting prop which was wheeled around the town (including into the District Council) to its street side location for the day.

Approximately 500 contacts were made via provision of giveaway pens, bags and pamphlets to those passing by on the street, with some significant connections being made via conversation.

Most people were very surprised at the amount of money spent in the District each quarter on gaming machines alone. With a total population of 23,472, upwards of \$318 per person was spent on this form of gambling in the last year (almost \$7.5 million). The 2008 State of the District report identifies a key focus of the District as "prosperity for all" and the Council considers this can only be achieved by taking a





## Public Health...

Continued from page 8...

holistic approach, part of which is a “commitment to addressing social issues.”

It is hoped that this recent combined community action will have prompted individuals and households experiencing harm from gambling activities to make changes, to talk about gambling harm, and to contact the 0800 number or one of the counselling provider groups working in the district.

The next step is to continue to work within the local community, and with Council staff and politicians, to consider the social impact of the District’s Gambling Policy and any amendments that may be made to it to reduce harm from gambling. The Gambling Policy begins its review phase this month.

For further information, please contact Jeanette Arnold via Email: [jeanette\\_arnold@nzf.salvationarmy.org](mailto:jeanette_arnold@nzf.salvationarmy.org)



## A Pasifika Celebration of Gamble Free Day in Papakura

### Glenda Northey, Problem Gambling Foundation of New Zealand

Gamble Free Day was celebrated in true Pasifika style in Papakura. The aim of the day was to raise awareness of problem gambling in the community of Papakura and to have a good time while doing it. Apart from the rain cutting things short it was a great success.

Along with the consumption of over 800 sausages (thanks to HSC for providing the sausages and the staff of PGF for sizzling them) the event was a chance for a large number of social services from the area, including ProCare, The Salvation Army, Raukura Hauora, Work and Income, Framework Trust, Pacific Settlement, and Kumi Fanua, to show their support and to celebrate with the people of Papakura.

The programme included the local Pukekohe Ihi Kohanga Reo tamariki, Jacob Samson Dance group, Drums of the Pacific, and guest speakers Mayor Cullum Penrose, Graeme Ramsey (CEO of PGFNZ) and Pastor Tim Malton (The Salvation Army). The Levites band supported local Grace Singers, Rachel and Lia, and Samantha Poet.

The event had all ages covered. For the children it was a chance to have their face painted and look like Spiderman. For the parents and other passersby it was a chance to immerse themselves in the music of some outstanding talent of some of the young people of South Auckland.

Thanks to the support of local businesses and the people of Papakura it was a great awareness raising day for problem gambling in the community.

For further information, please contact Glenda Northey on Phone (09) 369 0619 , Email: [glenda.northey@pgfnz.org.nz](mailto:glenda.northey@pgfnz.org.nz)



## Public health...

# Gamble Free Day - Pasifika Style

### Mali Erick, Niu Development Inc.- Gambling Team

Niu Development Inc, Auckland Regional Pacific Problem Gambling and Pacific Horizon Healthcare Trust hosted a Pasifika Gamble Free day on the 1st of September. It was a combined celebration with the 65 plus Pacific Open Day at the Manhattan Catering service in Mt Roskill.

The Pacific (matua) leaders and champions (65years plus) came together and talanoa about problem gambling in the communities. Pacific elders can be the champions to advocate for free pacific gambling homes. There were three generations represented at the celebration from the age of 4 months old to 65 years plus.

**Keynote speakers Rev Feiloa'iga Taule'ale'asumai and Inga Tuigamala spoke about problem gambling. Rev Feiloa'iga Taule'ale'asumai emphasised the importance of raising problem gambling awareness, informing Pacific communities about problem gambling harm and the effect on Pacific families especially the children. Inga Tuigamala is a well known rugby player to the Pacific communities. Inga spoke about his personal journey and his family. He comes from a family of 14 children. He said that he was so humble to be speaking in front of a Pacific event for the first time, especially in front of a group of Pacific elders from different cultures. Often he is asked to speak to non Pacific people. Inga's message for the day, Pacific people can reduce the problem gambling harm by working together and to believe in our selves, we (Pacific people) can do it.**

All the elders who attended the day acknowledged that problem gambling is a huge problem among Pacific people. They acknowledged and praised the work that the Niu Development Inc problem gambling team is doing in the community. There was an overwhelming positive response from the elders and all the attendees, with comments indicating that they would like to participate at the Gamble Free Day next year. Family members who dropped off some of the elders requested to know about the celebration in advance as they wanted to organise annual leave in advance to attend the activity. They witnessed the enthusiasm of the elders who sang their own songs and poems about gambling and wanted to be part of it.

Niu Development Inc wishes to acknowledge Pacific Horizon Healthcare Trust for their support and the manager of Manhattan Catering service for his support and contribution. Many thanks to the elders, leaders, their families and friends.

For further information, please contact Mali Erick on Phone (09) 276 3747, Email: [m.erick@pacificgambling.org.nz](mailto:m.erick@pacificgambling.org.nz)





## **The 10th Anniversary Celebration of PGF Asian Services “Working together to eliminate the harm caused by gambling.”**

### **John Wong, Problem Gambling Foundation of New Zealand**

On Friday 25 September 2009 Asian Services at the Problem Gambling Foundation of New Zealand (PGF) celebrated their 10th anniversary. Approximately 60 guests attended the event held at PGF's Auckland office.

Guests included the Minister for Ethnic Affairs, Pansy Wong, Consul Key Sun Shin representing the Consul General of South Korea, representatives from Asian community groups and churches, government departments, PGF partners, service providers, Sky City, police, universities, health sector, PGF board members, clients, friends, students, volunteers and PGF staff.

Hon Pansy Wong spoke at the event along with Derek Thompson from the Ministry of Health, Kefeng Chu, Strategic Ethnic Advisor for the New Zealand Police and one of our clients. A booklet was presented to each attendee. All food was prepared by the team in the PGF kitchen, apart from some outstanding Asian dishes that were supplied by a generous restaurant owner to congratulate the team on the 10th Anniversary. It was a successful event and staff received a lot of positive feedback.

**Asian Services at PGF started small in 1998 with three part-time staff providing telephone services in Mandarin, Cantonese and Korean to Asian communities in Auckland for only three hours per week. Ten years later, the telephone service has developed into a national free phone, 0800 TO BE HAPPY (0800-862-342), operating Monday to Friday from 9am to 8pm. Asian Services has also expanded into four other cities – Christchurch (2003), Hamilton (2004), Wellington (2005) and Dunedin (2006).**

All the Asian staff have at least one relevant degree, either a Masters or Bachelors, and they belong to a least one appropriate professional association. The team can speak Mandarin, Cantonese, Korean, Hindi, Thai, Vietnamese, Taiwanese and Khmer to meet the needs of Asian communities.

Asian Services developed an integrated approach to promote the Asian Hotline. The Hotline is the first point of contact and is a multi-lingual service for the Asian community as many cannot speak enough English to seek help. A non-stigmatised and strictly confidential approach is taken to reduce the shame and increase the acceptance of counselling.

Most of the Asian staff provide both public health and mental health services at the same time. This integrated approach has proved to be very successful when working with Asian communities as client numbers have been steadily increasing. More Asians are seeking help and



they are seeking help earlier.

The team has developed an expansive network with the communities and they in turn support the Asian Services team. There are many willing and passionate people that offer to work with the team to help those negatively affected by problem gambling and to prevent the gambling harm affecting communities through changing gambling policies at a local and central Government level.

Asian Services has earned an excellent reputation in public health and consistently engages with communities. The number of Asian restaurants that have continued to support the “Gamble-Free Day Dining Discount Campaign” over the past four years and all the Asian people who signed thousands of submissions supporting a “Sinking Lid Policy” in every gambling venue policy review is a reflection of this community engagement.

**The achievements of Asian Services at PGF have been made possible by their strong ‘team spirit’. Regardless of gender, age or ethnicity, team members work together towards their mission – to eliminate the harm caused by gambling.**

For further information, please contact John Wong on Phone 0800 664 262, Email: john.wong@pgfnz.org.nz



## Public Health...

### New Pasifika Team at the Problem Gambling Foundation of NZ

#### Pesio Siitia, Problem Gambling Foundation of New Zealand

Exciting times are ahead for Problem Gambling Foundation of New Zealand as it prepares to launch its new Pasifika unit later this year. Pesio Siitia and Rufo Pupuali'i, both familiar faces, will form the nucleus of this team with a new Pacific clinician joining the team soon.

Pesio Siitia, in her new role as Pacific Manager along with Rufo are aiming to provide culturally appropriate public health and clinical services to Pacific communities that are effective and relevant to the needs of individuals, families and the wider community.

The establishments of a Pacific advisory group, a new name and a Pacific strategy for the Pasifika unit are top priorities for this dynamic duo.

Pesio has eight years public health and community development experience in the problem gambling sector and in particular with Pacific communities. Prior to PGF she has worked in the marketing and education sector. Rufo has worked in public health and mental health for the past five years, specialising in Pacific education and community action.

PGF is committed to responding to the needs of Pacific communities and has recognised the need for this specialised service within PGF.

For further information, please contact Pesio Siitia on Phone (09) 262 3862 Email: [pesio.siitia@pgfnz.org.nz](mailto:pesio.siitia@pgfnz.org.nz)

### Book Launch - Pokies: Even When I Win...

#### Andree Froude:

#### Problem Gambling Foundation of New Zealand

**A New Zealand woman's book provides hope for problem gamblers.**

**"I curse that win. It was the beginning of the life of a loser. That win led to the loss of my home, my children's inheritance, my quality of life: in fact, it cost me my future for years to come." Lynette Whale.**

A unique book about a New Zealand woman's journey through problem gambling was launched at an event at the Problem Gambling Foundation on the 18th November.

Written by Lynette Whale, a Christchurch-based mother, ***Pokies: Even when I win...*** tells Lynette's searing story – from beginner's luck to rock bottom and beyond. It's a story packed with insight and principles that gamblers can apply to their own situation and is an excellent resource for anyone working in the problem gambling sector. Lynette talks about how she got her life back on track and shares this resilience with others through her book.

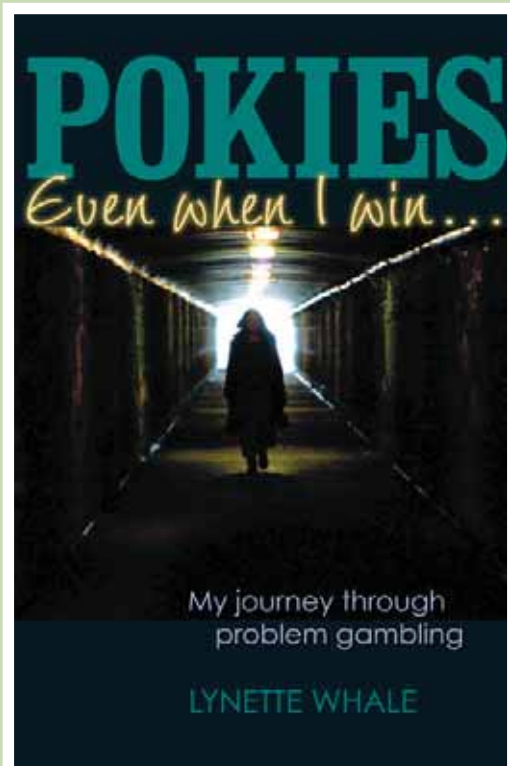
The book, published by Steele Roberts, will be available from all good bookstores from the end of November at a RRP of \$24.99 or directly from the publisher's website [www.steeleroberts.co.nz](http://www.steeleroberts.co.nz).

Further information is available from the Problem Gambling Foundation.

Email: Andree Froude [andree.froude@pgfnz.org.nz](mailto:andree.froude@pgfnz.org.nz)



Rufo Pupuali'i and Pesio Siitia



## Health Sponsorship Council

### Who are HSC Anyhow and What is Their Involvement in Problem Gambling?

We felt it would be useful to provide some brief information about the HSC - for those of you who are new to this sector and others that may still be a little unclear about our role.

The HSC is a crown entity tasked with promoting health and encouraging all New Zealanders to adopt healthy lifestyles. HSC's expertise is in developing national consumer-oriented campaigns that respond to individual needs and wants. Our work is systematic, underpinned by academic and consumer research, and is directly geared to achieving specific and measurable health goals.

In addition to problem gambling, HSC is responsible for the highly successful Smokefree and SunSmart brands, which have resulted in sustained behaviour change and greater consumer awareness of the dangers of smoking and sun exposure over the lengths of those campaigns. As with smoking and sun protection, we want to see a reduction in the social, financial and health sector costs of problem gambling by reducing its incidences and impacts in New Zealand.

**In addition to the very tangible products such as media work (TV, radio, print, web) and problem gambling resources and merchandise, we are working behind the scenes on a number of other areas. These include other activities with your services and other social services. We also undertake research and seek to find out more about attitudes to problem gambling, what triggers behaviour and what motivates behaviour change. The insights gained through these activities aim to inform all of our communications, which seek to encourage, motivate and inspire.**

If you have any questions or there is anything more we can do to further support you with your work in this area, please feel free to contact us. While we are a small team of two FTE's, we are always happy to take on board suggestions or provide advice.

### Kiwi Lives Stories

Hannah Crump travelled the length of the country in November collecting more stories for the 'kiwi lives' campaign. The interviews were with a wide range of people covering all ages, stages and backgrounds. These have included individuals who have experienced gambling problems, family members and a wide range of people in the community who are taking positive action to mitigate harm. A huge thanks to all of you who helped Hannah identify people and have supported her with this project.

The Kiwi Lives campaign has been effective in putting a human face to problem gambling and the new real life insights have again provided us with a wealth of knowledge that will continue to feed into our programme development. We will be looking to use these stories to

produce website clips, printed resources, posters and a DVD to support your work.

We may be able to undertake a similar process again next year. If you do have any further suggestions of individuals or groups who may be happy to share their stories, please contact Hannah (hannah@hsc.org.nz).

### Resources overhaul

As you will be aware, our stocks of all problem gambling resources are running very low and we are out of many items. Please contact Anthea (anthea@hsc.org.nz) if you have an upcoming event and would like resources and I will see what we have available.

As we are nearly out of stock, we have taken the opportunity over recent months to start revamping our entire selection of resources so that they are targeted more specifically at high-risk groups. Our broader efforts to raise awareness about the dangers of problem gambling will continue but we will be starting to communicate more directly with problem gamblers, their influencers and those at greater risk of developing gambling problems. In strengthening the brand we will be making more prominent use of the strapline 'together we can make it right' and introducing a more positive look and feel.

**In response to the feedback received through our recent online survey, we have been able to identify what resources/merchandise are most worthwhile and so are concentrating on those resources first. We are aware that many of you will have community activities you will be involved with over the summer period so pamphlets and the next lots of bags are our first priority. Maori and Pacific specific resources also remain a number one priority for us so we are also working on versions that resonate more clearly with those audiences. You should therefore all expect pamphlets and bags in January. Additional bags, fridge pads and pens will be available in the following months. We will keep you aware of timings and ensure that all service providers get a good supply as soon as they are available.**

The new resources should be of help to you, your clients, social service providers throughout the country and our national campaign work. We are keen for the new resources to be distributed proactively by you and others so we are taking a broader look at who may be disseminating them in future and considering their needs.

And finally, many thanks to those of you that have continued to provide us with useful and constructive feedback during the resource development phase. Your input is an important part of a wider process of consumer insights, resource design, and user testing, that we go through to ensure these resources are appropriate. We very much look forward to disseminating the latest products to you shortly.

## Public Health...

Continued from page 13...

### New Team Member

Anthea Fitzsimons has recently joined the HSC Problem Gambling team. Anthea has a background in policy development and implementation and has most recently been working in health promotion at the Department of Health in London. Prior to that, she worked as an analyst at the Ministry of Maori Development, providing advice on inequalities issues. Please feel free to contact Anthea by emailing her at [anthea@hsc.org.nz](mailto:anthea@hsc.org.nz) or phoning (04) 472 5777.

### HSC Has Moved!

After 14 years in the same building HSC has relocated.

We can now be found at:

Level 3  
181 Wakefield Street  
Wellington 6011

Our phone number remains the same (04) 472 5777.

## Te Kakano- Public Health & Problem Gambling Workforce Development Project

### Ruth Herd: Project Leader, Hapai Te Hauora Tapui

Hapai Te Hauora Tapui, The Problem Gambling Foundation of New Zealand and Niu Development Inc. put together the successful proposal to deliver public health training for the problem gambling public health workforce. Hapai is the lead provider and has employed Ruth Herd (Te Atiawa) to co-ordinate the project. The first meeting of the Advisory group was held in early October to develop a plan for developing a needs assessment tool, training package, website, workbook and three face to face training events.

The project group now known as Te Kakano, consists of Professor John Raeburn (AUT), Dr Lorna Dyll (University of Auckland), Cynthia Orme (PGF), John Wong (PGF – Asian Services), Pesio Siitia (PGF), Pefi Kingi (Niu Dev Inc), Zoe Hawke (Hapai), and Ruth Herd (Hapai). The group will meet up to five times before the end of the project in June 2009, to guide the development of the programme.

Currently the project coordinator is undertaking a needs analysis consultation with providers nationally, attending the Maori National Hui hosted by Te Rangihaeata Oranga in Napier and the National Pacific Fono in Auckland, and will be attending the Oasis Centre National Hui.

**For those who were unable to attend meetings, we will be contacting service providers throughout November with a view to completing the needs analysis tool in early December. The tool will be available on a website which is under development and we will be sending details for registration in mid January 2010.**

If you have any enquiries please contact Ruth Herd [r.herd@auckland.ac.nz](mailto:r.herd@auckland.ac.nz) or [zoe.hawke@hapai.co.nz](mailto:zoe.hawke@hapai.co.nz)  
Hapai Te Hauora Tapui Ltd [www.hapai.co.nz](http://www.hapai.co.nz)  
Telephone 09 520 4796, Ruth Mobile 021 0270 5824  
For further information, please contact Ruth Herd on Phone (09) 520 4796, Email: [r.herd@auckland.ac.nz](mailto:r.herd@auckland.ac.nz)



# Review of Addiction Sector Competencies: Progress Update

## Paula Parsonage

DAPAANZ is leading a project to review addiction treatment sector competencies inclusive of Alcohol and other Drug (AoD), Problem Gambling and Smoking Cessation treatment. In August and September, a number of people gave feedback on potential competency framework structures. Overall feedback indicated support in principle, for development of an Addiction Treatment Competency Framework comprising shared core competencies in problem gambling, smoking cessation and AoD treatment while retaining specialised competencies in each area above the core level.

Direct benefits to service users with multiple addiction issues and support for holistic treatment approaches were noted by those providing feedback as key reasons to develop more inclusive core competencies. Feedback supported inclusion of core competencies for:

- working with Maori
- working with Pacific peoples
- recognition and referral of common co-existing issues

- working with families
- a public health approach.

Those providing feedback consistently stated that competency requirements should be manageable and not overwhelming for practitioners.

On the basis of feedback the project team is now developing DRAFT core addiction competencies and in addition to these, practitioner competencies in Problem Gambling, AOD and Smoking Cessation. Draft competencies will be distributed for broader consideration in mid 2010.

If you would like to participate in focus groups or you are available to review draft competencies before the consultation phase please contact Paula Parsonage, Project Manager at: 09 378 1843 or [hsd@xtra.co.nz](mailto:hsd@xtra.co.nz). Your input and participation would be greatly appreciated.

For further information, please contact Paula Parsonage on Phone (09) 378 1843, Email: [hsd@xtra.co.nz](mailto:hsd@xtra.co.nz).



## Competencies: Alignment with AOD and Tobacco Cessation - A Possible Outcome?

### ABACUS Counselling Training and Supervision Ltd

With the current intention to align problem gambling treatment (PG) competencies with alcohol and other drugs treatment (AOD) and tobacco cessation (TC) competencies, a concern may form that this will eventually lead to a combination of services, to the disadvantage of the current PG sector. This is understandable in light of the present recession and the regular cost-savings strategies raised by the government in the health sector. When one looks more deeply into this possibility, there appears to be strong reasons why this may not occur, and why a specialist PG service will remain a viable, separate need. Briefly, a number of reasons appear to support this contention:

Many PG clients may not wish to see themselves as being affected in the same manner as those affected by alcohol or other drugs, but rather as having a behaviour that is financially focused, and therefore may not be comfortable in attending an 'addiction' centre for chemical misuse. This may also be applicable to their family members;

While AOD is a mature service, PG is still an emerging field, needing to be developed and shepherded over at least the next decade or more;

Many developing behavioural addictions, such as Internet addiction, video game addiction, and Internet pornography addiction, have a much closer similarity with PG, and may expand the genre, especially if included in the coming DSM-V; and,



## Workforce Development...

*Continued from page 15...*

Funding for problem gambling arises from a specific tax on the gambling industry. Effectively merging the Vote: Health budget with this unusual hypothecated tax for combined AOD/PG services, will be unpalatable to the gambling industry, an industry that is not without significant influence, and which has in the past considered PG to be a health issue for which they already pay adequately through other taxation.

**However, there are strong reasons that these three services should have core overlapping skills that will develop from the alignment:**

**A very high proportion, in the region of 70% of PG clients (excluding family members), also have AOD and TC problems. Clients self-prioritise their needs and may not also access these other services;**

**A considerable percentage of AOD clients, possibly around 20%, also have PG needs, and may not access PG services (similarly they won't access TC services)**

**Specialist PG services may still be required for those with severe gambling problems; and,**

**Although it is possible that many PG services may be provided within AOD services (in fact many current PG providers are also AOD treatment providers), I believe a centre of excellence will still be needed for PG.**

### **A possible future outcome**

A very real possibility that may arise following alignment may be that as a result of screening by AOD for PG, and through the closer relationship that this alignment may bring, many more AOD clients may be referred to PG services. If 22,700 clients accessed AOD services in NZ in the year ending April 2008<sup>1</sup> and those with gambling problems are more likely to be severely affected by problem gambling<sup>2</sup>, then once screening for PG is standardised in AOD, up to 4,500 PG affected clients may be further identified. Such numbers may place even greater pressure upon an AOD service already substantially at capacity, and specialist PG services, especially if strategically placed nearby, are likely to be utilised if seamless. Reciprocal referral for PG clients with severe AOD issues will further align these services. Adding to this, if focus is placed upon improving the potential for PG family clients to increase access to services, which they currently substantially underuse, then specialist gambling services may have a very busy future indeed.

*Abacus Counselling Training & Supervision Ltd*

### **References**

1. NCAT. (2008). Investing in Addiction. Christchurch: NCAT
2. Sullivan, S., & Steenhuisen, R. (2006). The CADS/ABACUS Problem Gambling Screening Project: gambling problems commonly co-exist in AOD clients. In Adamson SJ & Schroder R (eds). NZ Addiction Treatment Research Monograph. Research Proceedings from the Cutting Edge Conference, September 2006

For further information, please contact Abacus on  
Phone (09) 360-6957, Email: acts@acts.co.nz

## Workforce Development...

# Problem Gambling National Pacific Fono

**Held: Wednesday 21st October 2009**

**At: The Ellerslie Event Centre, Auckland**

**Theme: Bridging the Gap - Uniting Fa'atasiga**

The Problem gambling National Pacific Fono was a huge success, uniting Pacific service providers and other organisations working within the Pacific community. Forty-eight people from throughout New Zealand attended the fono in a show of their commitment to 'bridging the gap'.

The theme was confirmed at a planning day hosted by the National Coordination Service. A representative from each Pacific provider was invited to attend the day with the objective of working together to develop and format a programme 'The Pacific Way'. The fono aimed to ensure progression from the base already established at previous fono, to build and improve capacity of all Pacific service providers and increase collaboration between the problem gambling work force and other organisations within the Pacific community.

### The key Objectives for the fono:

- To seek and achieve change, collaboration and plan for success
- Take ownership and commit to the success of the fono
- Bridging the gap – public health versus intervention
- Strategies for working together
- Address challenges, issues and connectivity between public health and intervention – develop a clear pathway
- Encourage and build relationships with other stakeholders
- Recommendations - Pacific model / best practice

All of these objectives were achieved through the presentations and workshops on the day.

After listening to the very informative presentations from Pesio Siitia – Problem Gambling Foundation - Public Health, followed by a presentation from Josephine Gray from Tupu Pacific Alcohol and Other Drugs/Gambling Service – Intervention, a very robust group discussion took place highlighting issues, gaps and challenges. The fono then dispersed into smaller groups where very animated and enthusiastic discussion took place, working towards finding solutions for a clear pathway between public health and intervention. The feedback was summarised and presented to the fono and recommendations made. A needs assessment workshop was conducted by Ruth Herd – Project Manager – Te Kakano, the new Workforce Development Public Health trainer which supported the objectives of the fono and updates from the Ministry of Health and Health Sponsorship Council were well received.

The inclusion of other organisations at this fono added value to the process, encouraging a more collaborative approach. The benefits for all involved were evident as the day progressed and it was unanimously agreed that the fono was a huge success.

The success of this day was further enhanced by the facilitator Papali'itele Tanumafili (Tanu) Toso, who sadly passed away two weeks after the fono. Tanu worked hard to ensure that the fono was held in the 'Pacific Way'. He worked tirelessly behind the scenes and his excellent facilitation of the fono will be remembered with fondness and the odd chuckle. Tanu was passionate and hard working and was known for connecting people. This day will stand as a testament to that attribute; it was a day of connecting, uniting and bridging the gap, how apt the theme!

Tanu's wish and recommendation would be that we continue his work, progressing and improving from the success of this day.







# The National Maori Problem Gambling Hui

**Monica Stockdale**  
**Ngati Kahungunu**  
**6 – 8 October 2009**

After careful planning and a great deal of anticipation we finished off last minute preparations that would ensure a warm welcome for our manuhiri traveling from the four corners of nga hau e wha.

“Due to a heavy snow fall roads are closed to all traffic between Taupo and Napier” Tamati Coffy announced, the day before the Hui was to start. “The road is closed to motorists travelling to central Hawkes Bay until the Gunman at large has been caught” warned the news reader of the day. “There are continuing aftershocks from the earthquake that hit Samoa three days ago, with the possibility of another tsunami hitting the coastal areas of New Zealand” “Please stay on high alert and stay away from the beaches and low lying coastal area’s” the news reader insisted.

Phone calls from anxious Hui participants started to come in. “Are you going to cancel the Hui?” “Is it safe to come to Napier?” “We’re really concerned about leaving our whanau at this time and will not be coming” “The only way into the Bay is to fly in.” “We have a number of people travelling in our van, so flying people in at this stage will be far too expensive.....”

The team met to discuss the cancelling of the Hui. We were worried about those who were travelling long distances, through having to take alternative routes. After much karakia we decided to go ahead with the Hui, even though the numbers at this stage were really low.

Those whanau who travelled well into the night, and those who travelled overnight, arrived safely. We were so relieved and so grateful. To all those who came to the Hui, your commitment to the kaupapa showed throughout the various workshops, presentations, and korero. What an awesome Hui, with 75 participants registering their attendance.

The Kaupapa for the Hui was developed and established by a group of 20 representatives from Maori Providers of Problem Gambling bought together by Te Rangihaeata Oranga Trust and the National Coordination Services who funded the day. The Key focus points for the Hui (for workshop presentations):

- Looking at the models we already use successfully
- Pull together a Hui that adds value to what Maori providers are doing
- Sense of cohesion and outcomes we hope to achieve
- That everyone here has input and we move forward as one waka
- Whakapapa - discover who we are, our commonalities and collective solutions

- Whanau Ora - economic crisis and how to strengthen in unity, wisdom in tikanga
- Youth perspective - empowerment models

The over-arching kaupapa of the Hui, was to use the ‘four pathways of whanau ora’ outlined within He Korowai Oranga National Maori Health Strategy: Ministry of Health, and is strongly depicted in the Logo above, designed especially for the conference to bring together all service providers and organisations under one kaupapa. The key themes of the conference focused on six areas: examining the successful models within the Problem Gambling Sector, adding value, strengthening cohesion, exploring collective solutions, validating wisdom within tikanga and identifying the outcomes of whanau ora.

It was clearly reflected through each of the presentations and workshops that within the sector we have developed creative and innovative models that are effectively responding to the needs of Maori whanau and to enhancing and strengthening the resilience of whanau ora. A key element of each model presented was the importance placed on Maori cultural values, tikanga, strengthening relationships, connections and sense of belonging. Overheard from one group; “It is so good to be at a Hui where we can be ourselves, to be Maori.”

Having Rangatahi, Kaumatua and Whanau Mahi actively involved in our presentations and workshops reinforced our cultural values of manaakitanga Whakawhanaungatanga Wairuatanga and Kotahitanga.

The Whakatau Mai Ra Research Launch was an important part of our Hui. Having the launch in the Wharenui with all those who had participated in the research, contributing their korero to the occasion, was an important milestone for Maori working in the field of addictions. Thank you Naina Watene for ensuring the research came back to the people.



Ariana preparing for the Hui

# International Gambling Conference 2010



## Gambling in the 21st Century - the Implications of Technology for Policy, Practice and Research Cynthia Orme, Problem Gambling Foundation of New Zealand

The International Gambling Conference is being held at the Crowne Plaza Hotel, Auckland, 24-26 February 2010.

The Problem Gambling Foundation and the Auckland University of Technology have co-hosted three international conferences. We are pleased that the 2010 conference, however, will be co-hosted by PGF, AUT and Hapai Te Hauora Tapui.

**The 2010 conference will examine the new and emerging gambling technologies that are driving the growth of gambling, not only in New Zealand, but globally. It will also explore what this means for gambling in the future and the implications for the groups of people who may be targeted or impacted. Additionally, the conference will consider the enhancing measures needed to prevent and reduce harms associated with current and emerging forms of gambling.**

The call for abstracts, which closed on 27 November, brought in some interesting and thought-provoking presentations which we can look forward to hearing in February. Although the focus of the keynote presentations and some abstracts is on new technology, there will be a wide range of presentation topics that cover clinical, research, public health and policy issues.

We hope to see many of you here in Auckland for the conference and here's some of what you can look forward to.....

## The Keynote Speakers



Professor Mason Durie, Professor of Maori Research and Development, Massey University, Palmerston North, will consider the issue of gambling from a Maori health paradigm. His address will have a particular focus on the possible implications of more technologically advanced forms of gambling, such as internet-

based gambling and electronic gaming machines, on Maori and other indigenous cultures.

Professor David Korn, health and addictions consultant



and faculty member, Department of Public Health Sciences, University of Toronto, Toronto, Canada, will deliver an address on a public health approach to working with gambling problems. David has been a well-received keynote speaker in Auckland in the past, so we are pleased that he will return for the next

year's conference.

Professor Robert Williams, Faculty of Health Sciences, and coordinator, Alberta Gaming Research Institute, University of Lethbridge, Alberta, Canada, will be presenting the results of a comprehensive review of the literature on internet gambling and an online study of 12,500 international online gamblers.



## Pre-conference Workshops

On Tuesday, 23 February there will be two concurrent workshops from 9:00 – 4:00. There will be a workshop on public health by our own Professor John Raeburn and associates. John has a wealth of knowledge in this area as he has been doing community development for about 30 years. The Raeburn House on the North Shore in Auckland stands as a testament to his work with communities.

Professor Robert Williams will present a workshop on the prevention of problem gambling. He has conducted a comprehensive review of the nature and effectiveness of educational and policy initiatives that are being used around the world to prevent problem gambling. His presentation will include recommendations concerning best practices in prevention.

## Displays

In addition to the stimulating presentations there will be some display tables outside the ballroom. The Health Sponsorship Council will have a table with information about what they have to offer and you will have a chance to meet someone from the Council in case you haven't already. Glenda, from the PGF library, will also have a table so that you can meet her and see some of the resources available. The Gambling and Public Health Alliance International will also have a table staffed by committee members. Other displays are yet to be confirmed.

## Web Site Information

On the PGF conference web site we have information not only about the conference, but also travel information in case you would like to take in the sights while you are here. In addition to that there is also information on tours

## Workforce Development...

Continued from page 19...

of other problem gambling service providers in Auckland, such as Hapai Te Hauora, the Gambling Helpline and Oasis.

### Conference Dinner

When you register for the conference, as we hope you will, don't forget to sign up for the dinner. At the dinner we will have music by the very talented and versatile

Jay Okesene, who provided the music at the 2005 conference, and a cultural performance by a kappa haka group.

If you have any questions about the conference, please contact me for further information on 09-369-0603 or [Cynthia.orme@pgfnz.org.nz](mailto:Cynthia.orme@pgfnz.org.nz)



***Te Herenga Waka o Te Ora Whānau present:***

**An International Indigenous Problem Gambling Symposium  
Practice, Research and Knowledge Gathering**

**Tamatekapua Marae, Ohinemutu,  
Rotorua New Zealand**

**15-17 February 2010**

For more information and registration please email:

[ruth\\_herd@clear.net.nz](mailto:ruth_herd@clear.net.nz)



For further information go to: [www.herengawaka.maori.nz](http://www.herengawaka.maori.nz)



# The Australian Productivity Commission

## Philip Townshend, Problem Gambling Foundation of New Zealand

The Australian Productivity Commission (PC) is a Government run but independent research and advisory body which aims to help governments make better policies on economic, social and environmental issues that affect the welfare of Australians. It defines its role as to “help governments make better policies in the long term interest of the Australian community”. The PC’s expertise is in the effect and development of policy with a particular emphasis on economic perspectives.

In 1999 the Productivity commission published an extensive independent national public enquiry into gambling. This report was a reaction to the liberalisation of gambling in Australia in the 1990’s and a growing level of community concern over emerging gambling harms. The 1990 PC report has been a significant influence on policy, research and the regulation of the gambling industry in Australia and internationally over the last 10 years.

The Council of Australian Governments asked the PC to update its 1999 report in response to ongoing community concerns over gambling harms and the development of new technologies in gambling over the last decade. Both this and the 1999 PC reports are limited by the authors economic expertise as both reports attempt to reduce gambling to purely economic terms. As a result, the benefits to people of choice - any choice, is highly valued and the reports attempt to quantify and value gambling in terms of its economic costs and benefits (while not directly using this terminology) with little consideration of the community, cultural, or social impacts of gambling.

This report is important, the PC is the public policy group with the best track record on gambling and as a result the recommendations in the final report, when produced, will become the best practice policy position on gambling that Australian and other governments will aspire to.

## The Draft Report

Whenever we talk about gambling, we are using a generic term even though we are often talking about a specific product. This is used by the gambling industry to undermine the harm minimisation approach - what do we mean gambling harms? Where’s the harm in the girl-guides selling raffles for a fund raiser?

The PC divides gambling up into sub areas which helps deal with this. They talk about gambling as having an official sector worth \$A19.19b composed of pokies (58.2%), wagering (14%), lotteries (10.7%) and casino gambling (17%). Wagering is further divided into sports betting (1%) and racing (13%). As well as the official sector there is the unofficial sector, composed of online poker (worth \$A249m and online casinos worth \$A541m).

## Pokie Machines

The PC identifies pokies as the most harmful gambling product, however it also regards pokies as being potentially the easiest kind of gambling to deal with. This can be done by the introduction of pre-commitment technology that enables the gamblers to set ‘binding limits’ on their future play and default limits preset at safe levels. The PC recommends the progressive introduction of a universal pre-commitment system over six years. Some Australian jurisdictions are very advanced in the implementation of smart card technology that can achieve this, for example South Australia.

The PC notes that with effective pre-commitment technology, many other harm minimisation mechanisms would be made redundant but it also recommends that ATM’s be moved away from machines (in NZ we have just moved them closer to machines) and lowering the maximum amount that can be bet per spin to \$A1.00 (in NZ its \$2.50), on the basis that this will have no effect on recreational gamblers. The PC notes that pre-commitment technology would reduce the amount lost and thus the profits for pokie operators and government taxes but suggests that the number of pokie gamblers is small and declining and the introduction of safety technology may make them more attractive to new groups of gamblers, potentially offsetting this.

## Online Gambling

**I have a particular interest in online gambling so have gone into this area more closely, also I think this is a weaker area of the draft report. The report’s consideration of online or internet gambling, contained in Chapter 12, notes that the internet has become a normal feature of commercial and social exchange over the last 10 years transforming the way business is done and the ways people communicate with each other. Gambling has grown with the internet, in 1999 a search for internet gambling provided 7000 hits whereas a similar search in June 2009 yielded over 13 million hits.**

Much of the consideration of internet gambling in the report focuses on the effect for Australia of the Interactive Gambling Act 2001 (IGA), which effectively prohibits internet gambling operators based in Australia from providing gambling to Australians, though (as in NZ) Australians can legally gamble online on offshore sites. The PC report regards this as a prohibitionist legislative approach and directly compares this to the American prohibition on alcohol in the 1930’s. The report identifies the failures of prohibitionism as attempting to address supply without addressing demand.

The report also notes the inconsistency inherent in preventing Australians from using a domestic gambling provider, (which might be more effectively regulated and thus be more focused on harm minimisation) while potentially allowing Australian internet gambling providers to offer gambling to overseas gamblers. The report

## Research...

*Continued from page 21...*

comments on the lack of choice this offers Australians as it 'forces' Australians to gamble online on offshore sites where probity is more difficult to establish and disputes with providers are more difficult to resolve. The PC regards the prohibitionist status of online gambling in Australia as essentially an unregulated environment and argues for controlled liberalisation to increase regulatory control.

Comparing gambling prohibition with the prohibition of addictive substances is interesting and sometimes illuminating as many parallels emerge. Prohibitions tend to encourage unregulated and unscrupulous providers. This in turn leads to a loss of taxation income, reduces product quality, criminalises otherwise law abiding citizens and chokes the development of a legitimate [Australian based] industry. However this analogy would be more interesting if the comparison was made with contemporary legislative prohibition regimes on substance use such as the law on methamphetamine or cannabis and the legislative controls on nicotine sales rather than the 1930's American alcohol prohibition which occurred in a different culture with very different values.

The report includes a brief but informative summary of the literature on online gambling harms. This literature suggests that online gambling may be more harmful than land based gambling and proposes a number of mechanisms that may explain this. However the PC and most academic authors note that the literature suffers as a result of the low participation rates in both online gambling and research, a difficulty in obtaining unselected samples and the problem that once samples are selected the data are obtained by self report of historic gambling. As a result there are at present significant uncertainties about every aspect of online gambling.

**The particular online gambling harms identified by the PC are ease of access and the use of credit cards in online gambling. Ease of access refers to country dwellers having access to gambling, city dwellers having access without travel or parking, increased access by the disabled or elderly, and the 24 hour 7 day availability of gambling. This was seen as exposing new participants to gambling and increasing the infrequency and intensity of gambling and making problem gambling more likely. The use of credit cards was regarded as magnifying gambling harms as gambling on credit and/or on credit cash-advances is more expensive than gambling with cash. This escalates the harms of gambling which the PC regards primarily as the money lost by problem gamblers, without consideration of other harms such as effects on mental or physical health, families or culture.**

Less prominent harms identified were that online gambling increases access as there is no longer a scarcity of places at gambling tables, it involves less social interaction than other forms of gambling, there are no staff on hand who can verify the age of gamblers or offer consumer protection (for example by stopping intoxicated or distressed gamblers from gambling) and offshore sites

may be disreputable, dishonest and have no interest in the welfare of their customers.

The PC suggests that access and credit card harms may be offset by the advantages in credit card use of assisting people to keep track of expenditure through their monthly accounts and is to a certain extent cancelled out by the widespread availability of ATM's in land based gambling environments. The report suggests that the online gambling access issue is also offset by the ability of families to moderate excessive internet use as this gambling mainly occurs in the home. They suggest that the problem of disreputable and dishonest providers can be overcome by developing a regulated domestic online gambling industry.

The PC reframes liberalisation of online gambling as increased regulation in a prohibitionist regime and recommends liberalisation partly because it regards prohibition as not having worked. This conclusion is reached on the basis that although participation rates for online gambling in Australia are low they are comparable with other jurisdictions such as the UK where online gambling is legal. In addition, participation rates are increasing, suggesting that the law has not reduced the demand for gambling online.

In the view of the PC the IGA has resulted in mainly negative effects on Australians. It has reduced the protection and choice available to Australian online gamblers, forced land based gambling providers to compete with an unregulated and sometimes dodgy offshore industry and reduced the tax income for Australian government and the commercial opportunities for Australian business.

The PC is in favour of repealing the IGA and enabling a domestic online gambling industry to develop. Online gambling is regarded as positive as it 'allows players greater freedom to play at their own pace' and the PC suggest that online providers will be able to pass on their reduced cost structure to gamblers through better odds and higher payouts. From the perspective of economists these are powerful arguments for legislative liberalisation.

This report would be enhanced by a public health analysis of prohibition. It's possible that the low participation rates in the more harmful online gambling modes may be regarded as positive from a public health perspective and the high growth rates may be better addressed by public health interventions.

### Make a Submission

**The report is a draft one, it is available on the Productivity Commissions Web page and they are seeking submissions on the report. Given the influence this report will have, I think it would be good for people in the NZ gambling area to at least read the Key points and overview and ideally make some submissions to it.**

CONTACT INFORMATION: Philip Townshend – Research Director, PGFNZ. Email phil.townshend@pgfnz.org.nz

## Resources...

# The Making of the Movie - Eliminating Gambling Harm

**Philip Townshend (Problem Gambling Foundation of New Zealand) and Mathew McMillan (Te Kahui Hauora O Ngati Koata Trust)**

The PGF and Te Kahui Hauora o Ngati Koata have worked together to make a DVD designed as a give-away for problem gambling clients and their families. Parts of it can also be used in educational sessions and public presentations and are going to be on the PGF web site. The DVD was funded by PGF and is free for clients but costs institutions \$25 per copy (to cover copying and postage).

There are two versions - the 'interactive' version presents the client with a menu which allows them to see a range of short vignettes, mostly about 3 minutes in length. These cover areas such as, how pokies work, the gamblers myths, getting into treatment, an addiction expert talking about neurobiology, a desensitisation session, gamblers and families talking about their experiences and recovery, and a couple of relaxation sessions. The 'Movie' version includes the material above but without the relaxation sessions and is presented in a format that plays continually; this version is intended for use in waiting rooms, such as Doctors surgeries or Community Corrections. We are thinking about producing a third continuous play version that includes the relaxation sessions to be targeted at Dentists waiting rooms.

We would like to share our experiences in making this DVD as we think this first small budget version should be improved on, and targeted at other groups and gambling modes. We targeted mainstream services and pokie gamblers as these are the biggest groups presenting for help, but other DVD's could be made targeting Maori, Pacific and Asian gamblers and also other gambling modes. An audiovisual handout might also be good in other situations, for example, after seeing our efforts the AOD service are going to make one as a handout for family members coping with addiction, especially in teenage children.

Many people were involved in making this DVD and contributions ranged from generous, like the Club who allowed us to film in their pokie area and inside a pokie machine, to the mind bogglingly generous contributions of the gamblers and family members that share their personal stories on the DVD. Gamblers also contributed through reference groups for the scripts - giving us important guidance.

Community support for the project was huge; the Nelson School of Nursing lent us their brain - they weren't using it that day. The DHB Addiction service lent us their offices on a weekend to film and their staff also appears in it, a volunteer developed the script, making sure it was properly formatted and a local acting group provided skilful and patient actors. Community Corrections helped

by providing community service hours and talented family members and friends were roped in for other acting roles.

As first timers in the movie business we made plenty of mistakes and had our share of trials to overcome. The process started with a script writing group who produced draft scripts then gathered in isolation from the office and distractions for a couple of days to lay down the basic structure and 'finish' the scripts. That none of these scripts were used unchanged in the final DVD was a result of both the evolutionary process required and the authors' lack of experience. Our original scripts included a lot of humour but when we looked at this on the screen, humour came across as trivialising the issue, not the look we were after, at all.

On reflection, more time spent clarifying the fundamentals in this period would have reduced conflicts further down the track. At this stage we should have made sure everyone involved was absolutely clear about the limitations of the budget and how decisions would be made, that is the production process. We didn't, and as a result had some internal strife including some politicking behind our backs that was both distracting and enervating. Just like in the real movies.

Originally we made a decision not to have actual gamblers telling their stories on the DVD out of concern for their anonymity. Fortunately once some of our clients found out about the project they insisted on involvement even commenting 'secrecy was the way it used to be when we were gambling, talking about it keeps us safe'. As a result, there are four vignettes with gamblers and family members telling their story and these are without doubt the most compelling part of the DVD.

Scripts in hand we found a filming company - Tui Vision in Nelson who became passionate about the project, providing excellent technical advice and ended up taking the Director's role of getting the best from our actors. The result is about three or four hours of video that becomes about 30 minutes on the final product, all made while holding down day jobs modifying scripts and appearing in the video. With more experience we would have to shoot less film, however we have this material and may be able to use some of it on future projects.

Completing this project produced a lot of sleepless nights, frantic phone calls and it was a significant organisational task. We had to film in the club at times when the machines could legally be running but when there would not be gamblers present and we could only use the Addiction Services offices on the weekend to ensure that none of their clients were filmed. We had to schedule the actors to be as efficient as possible with their time, they are creative people and tend to play up if they are kept waiting around too much. This also meant being aware of how shots were to be cut together to make sure we ended up with everything we needed. Fortunately not a





## Resources...

*Continued from page 23...*

lot of props, makeup or costumes were needed but those that were (I'm thinking of a very large and heavy 'easy boy chair') had to be transported around town and carried into position. There are processes for organising shots- using story boards etc which we had to learn and we developed some of our own processes that seemed to work. For me one of the most painful parts was feeding \$150 into pokie machines to get the film we needed of them working - as every gambler knows they just don't do it for free.

**The result was a DVD produced on time and in budget, which we launched (held the world premiere) at a pokie free bar in Nelson - the Freehouse on the 1st September - Gamble Free Day. We showed some of the DVD to most of the people involved in making it, had good**

**coverage in the media, a few drinks and nibbles and over all a good time.**

**If anyone is considering doing a similar project both Matt and Phil are very happy to share our experiences and help in any way we can.**

For further information, please contact Phil at [phil.townshend@pgfnz.org.nz](mailto:phil.townshend@pgfnz.org.nz) or Matt [gambling@koata.iwi.nz](mailto:gambling@koata.iwi.nz)

## Resources...

# New Resources on Problem Gambling: What's Happening Out There?

## Glenda Northey, Problem Gambling Foundation of New Zealand

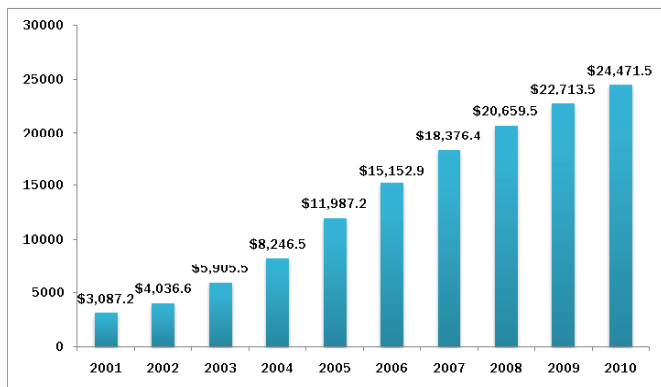
### Australian Productivity Commission: Gambling. Draft Report. October 2009

The report examines the 'dubious economic benefits' of gambling to the Australian public.

Its recommendations include: Victoria moving ATMs out of gambling venues; the use of pre-commitment technology; machine bets limited to \$1 a turn cutting potential losses from \$1200 an hour to \$120; pre-set limits on amount and duration of gambling; cash withdrawals at venues limited to \$200 a day to allow for cooling off; payout by cheque to discourage losing all their winnings. [http://www.pc.gov.au/data/assets/pdf\\_file/0010/91882/gambling-draft.pdf](http://www.pc.gov.au/data/assets/pdf_file/0010/91882/gambling-draft.pdf)

**Internet and online gambling.** The Australian Government. Department of Families, Housing, Community Services and Indigenous Affairs. Review of current and future trends in interactive activity and regulation. Literature review. June 2009.

### Net internet gambling revenues, estimated and projected, 2001-2010, US\$M



Source: Christiansen Capital Advisors (CCA) 2008, CCA's Global Internet Gambling Revenue Estimates and Projections, accessed from <http://www.cca-i.com>

Australian currently prohibits interactive gambling although certain services have exclusions through licensing and allowing wagering which is perceived as a different style of play (periodic versus repetitive style play). The review discusses international regulatory frameworks which includes the US, UK, Canada and NZ but does not include the EU. It examines the incidence of problem gambling amongst Internet gambling participants and finds that in some states it could be as high as 12.5%. Certainly gambling preferences for moderate risk and problem gamblers was 10.9%.

<http://www.fahcsia.gov.au/sa/gamblingdrugs/pubs/>

[review\\_trends/Documents/gambling%2025June.pdf](http://review_trends/Documents/gambling%2025June.pdf)

**Pasifika:** Lana Perese. You bet your life.... And mine! Contemporary Samoan gambling in New Zealand. PhD thesis. University of Auckland.

This thesis provides a broad knowledge base of cultural factors, practices, influences and understandings that are associated with contemporary Samoan gambling in New Zealand and highlights how Samoan (problem) gambling while often rationalised in terms of aiga enhancing precepts is in reality most often undermining and eroding of aiga values and practices.

**Public health:** State of Victoria. Department of Justice. A study of gambling in Victoria. Problem gambling from a public health perspective. September 2009.

The study examines gambling patterns in the community from a population health perspective and is the largest ever study on gambling undertaken in Victoria. It includes chapters on the impact of problem gambling on families and friends, help seeking and the emergence of problem gambling through the lifespan as well as prevalence and participation. It also includes useful fact sheets on readiness for change, health and wellbeing gambling and comorbidity, and moderate risk gambling. [http://www.justice.vic.gov.au/wps/wcm/connect/DOJ+Internet/Home/Gambling+and+Racing/Research+and+Statistics/JUSTICE+-+A+Study+of+Gambling+in+Victoria+Problem+Gambling+from+a+Public+Health+Perspective+\(PDF\)](http://www.justice.vic.gov.au/wps/wcm/connect/DOJ+Internet/Home/Gambling+and+Racing/Research+and+Statistics/JUSTICE+-+A+Study+of+Gambling+in+Victoria+Problem+Gambling+from+a+Public+Health+Perspective+(PDF))

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## Department of Internal Affairs – Te Tari Taiwhenua



### Pokie spend up in third quarter Press release: 14 October 2009

Gaming machine expenditure in the country's 1500 pubs and clubs in the third quarter of this year was slightly up on the June quarter but 5.4 per cent down on 12 months ago, according to figures released by the Department of Internal Affairs. Spending rose from \$217.3m at 30 June 2009 to \$220.7m at 30 September 2009 but was 5 per cent down on the \$232.3m for the third quarter of 2008.

There were fewer licence holders, gambling venues and gaming machines at the end of September 2009 compared with 12 months earlier. Licence holders fell 6.9 per cent from 405 to 377, venues dropped 4.2 per cent from 1551 to 1486 and gaming machines were down 3.6 per cent from 20,025 to 19,296.

The spending is captured through the electronic monitoring of non-casino gaming machines (EMS), which became fully operational in March 2007, enabling the Department to track and monitor operations, ensure the integrity of games and the accurate accounting of money.

### Non-casino GM spending by Society Type – July to September 2009

| Society Type    | Total GMP Quarter | % of Total |
|-----------------|-------------------|------------|
| Non-Club        | \$190,508,832.61  | 86.3%      |
| Sports Clubs    | \$ 4,618,126.86   | 2.1%       |
| Chartered Clubs | \$ 17,118,204.64  | 7.8%       |
| RSAs            | \$ 8,473,587.82   | 3.8%       |
| Total Club      | \$ 30,209,919.32  | 13.7%      |
| Total All       | \$220,718,751.93  | 100.0%     |

### Non-casino GM spending in quarter ended

|                   |           |
|-------------------|-----------|
| 30 September 2009 | \$220.7 m |
| 30 June 2009      | \$217.3 m |
| 31 March 2009     | \$208.7 m |
| 31 December 2008  | \$230.7 m |
| 30 September 2008 | \$232.3 m |
| 30 June 2008      | \$231 m   |
| 31 March 2008     | \$218.5 m |
| 31 December 2007  | \$245.3 m |
| 30 September 2007 | \$243.5 m |
| 30 June 2007      | \$237.7 m |

### Licensed gambling operations in pubs and clubs

| Date          | Licence holders | Venues | Gaming machines |
|---------------|-----------------|--------|-----------------|
| 30 Sept 2009  | 377             | 1486   | 19,296          |
| 30 June 2009  | 384             | 1501   | 19,479          |
| 31 March 2009 | 394             | 1527   | 19,739          |

| Date          | Licence holders | Venues | Gaming machines |
|---------------|-----------------|--------|-----------------|
| 31 Dec 2008   | 399             | 1537   | 19,879          |
| 30 Sept 2008  | 405             | 1551   | 20,025          |
| 30 June 2008  | 415             | 1552   | 19,856          |
| 31 March 2008 | 421             | 1569   | 20,018          |
| 31 Dec 2007   | 428             | 1585   | 20,182          |
| 30 Sept 2007  | 435             | 1593   | 20,163          |
| 30 June 2007  | 439             | 1598   | 20,120          |
| 31 March 2007 | 444             | 1607   | 20,302          |

Further information, including numbers of venues, machines and expenditure by territorial authority and changes in the quarter, is available from the Department's Gaming Statistics web page at: [www.dia.govt.nz](http://www.dia.govt.nz)

**Media contact:** Trevor Henry, communications adviser, Department of Internal Affairs. Ph 04 495 7211; cell 0275 843 679

### Clamp-down on pokie grants to trotting clubs Press release: 9 November 2009

The Department of Internal Affairs is taking action against three gaming machine societies and seven pokie bars over the funding of four northern harness racing clubs.

Gambling Compliance Director Mike Hill said that a new gambling licence condition will prevent the Lion Foundation, Perry Foundation and Infinity Foundation from granting pokie funds to the Thames Harness Racing Club and the Manukau, Kumeu and Franklin Trotting Clubs. The Department is also proposing to suspend for 21 days the licences of seven pokie venues in which the clubs had invested.

Mike Hill says the proposed action follows an investigation into the grant application process, flow of funds and the relationship between the societies, trotting clubs and Northern Hospitality Management Ltd, which operated at the seven gaming machine venues. Grants to the four clubs totalled about \$400,000 up to 2005. Between 2006 and December 2008 they received over \$5.4 million.

"We believe the grants are inconsistent with Sections 113 and 118 of the Gambling Act 2003, which makes it clear that decisions about gaming machine grants should be transparent, free from conflicts of interest or conditions," Mike Hill said. "We are imposing the licence condition under Section 53 of Act to ensure compliance."

The societies have 15 days to appeal to the Gambling Commission about the new licence condition and one



## Compliance and Regulation...

Continued from page 26...

society has already done so. The societies and venues have 20 days to respond to the Department before a final decision on the suspension proposal is taken. They too can appeal to the Commission if the Department does finally decide to suspend the licences.

Mike Hill said the Department will continue to monitor the grants process as part of its regulatory function and looks forward to the Gambling Commission's decisions.

**Media contact:** Mike Hill, Gambling Compliance Director, Department of Internal Affairs. Ph 04 495 9449; cell 021 979 427

- More information on Proceeds from Gambling in Pubs and Clubs
- More information on Racing Policy

### PUBS AND CLUBS: More forums planned

More regional forums will be held next year following the success of last September's meetings in the four main centres to introduce the Misuse of Gaming Machine Proceeds policy. The forums were well received and provided an opportunity for the Department and those working in the sector to discuss issues of concern.

The sector appreciated that the sessions were held in different locations. Issues sparked interesting and informative discussion with Departmental representatives from Compliance, Licensing and Operational Policy on hand to address concerns and questions from the floor.

Feedback from the September meetings included: "Good presentation, good information and good timing".

A key issue for the Department is that societies accept accountability for being Class 4 gambling operators. It is delighted and encouraged with the results from the first forum. Several societies have already demonstrated they understood the Department's message for better management by modifying their processes to ensure that venues comply with banking requirements.

The next forums are likely to be about February and the sector will be notified of details and topics.

### A Christmas message from Debbie Despard National Manager of the Compliance Unit, Department of Internal Affairs

With only about five more weeks to go until Christmas, it's hard to see how we could have squeezed any more into this year. Our team has been doing a stunning job sorting out the 'shorts' and some of the behaviours that are contrary to the purposes of the Gambling Act 2003.

A number of our big audits and complex cases are progressing, while some of our proposals are being considered, yet more are before the Gambling Commission. We've had several successes in relation to Gambling Commission appeals - most notably the Kiwi Community Trust and the Eureka Trust.

Five Eureka Trust gaming machine venues were directed to suspend their gaming machine operations for two and three days for breaching the Act (read more about this on the Department's website). The Commission rejected Kiwi Community Trust's appeal over the Department's decision to refuse to renew its operator's licence, made because the society was not financially viable and had failed to make the minimum return to authorised purposes (read more about this in the September issue of Gambits, page 1).

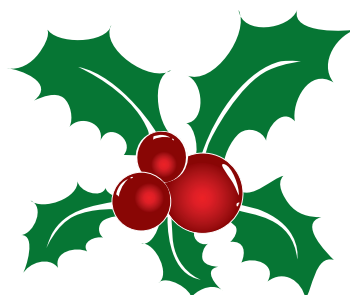
All of this work, along with some other work that we have in the pipeline, is adding up to signs of the Class 4 sector more clearly understanding the consequences of non-compliance, and taking an improved approach towards compliance and working with us as the regulator.

We carried out mystery shopper programmes at venues across New Zealand, which showed reasonable levels of compliance, but the Department has taken some enforcement action in relation to harm prevention and minimisation (HPM). Next year we will have a continued focus on HPM.

We have been engaging with the gambling sector through the regional forums and clarifying our expectations so that operators are better able to voluntarily comply with the Act (you can read more about this in the article above). I believe we can all take some satisfaction in realising that the work we are doing will result in a better and safer gambling environment with higher returns to the community.

We have enjoyed engaging with providers over the year and look forward to a continued association in 2010. Have a safe and happy Christmas and New Year,

Debbie



## **A Ministry of Health Update - December 2009**



### **National Problem Gambling Team – Provider Update**

It is hard to believe that another year is drawing to a close – we say this every year, but the time is upon us all when we start counting down and realise how little time is left before the festive activities kick off. I am sure you will all be looking forward to a long awaited break over the coming Summer, providing an opportunity to recharge our batteries, and enjoy time with friends and family.

It is with sadness that I pay tribute to our colleague, and friend of many in the Pacific sector, Papaliitele Tanumafili Toso who passed on 8 November 2009. Tanu (as we knew him) was a great warrior for the community, and especially for the Pacific community on problem gambling issues. Tanu was farewelled in a very memorable service in Auckland on Friday 13 November 2009 and the many tributes at the funeral were testament to the high regard in which Tanu was held. Our thoughts remain with the Toso family at this time and we will not forget Tanu's vision and energy for all things Pacific.

### **Health Sector Changes**

The quarter under review has seen further changes across a range of Government agencies, and the Ministry of Health has not been exempt from these. In the words of many wise heads "change is a certainty in life" and there is never a right time to start the process. The Ministry has commenced implementing Cabinet's decisions on the recommendations of the Ministerial Review Group, with the establishment of the National Health Board. There may be significant changes in the future to the way services are planned and funded as the Ministry responds to the Government's priorities.

At this stage there is no immediate impact on the National Problem Gambling Team in terms of its funding arrangements, interface and relationships with the provider sector and other stakeholders. We will keep you informed should changes occur that impact on these relationships.

### **Update on the Consultation Process**

The Ministry received 65 submissions on its draft Preventing and Minimising Gambling Harm 2010-2016 Integrated Strategy, a key component of the Ministry's consultation process, which included eleven consultation meetings around the country.

Following the closing of the 7 week consultation period, the Ministry contracted Quigley and Watts to undertake a summary of submissions, which can be found on the Ministry's website. Changes to the consultation document were made where submitters had put forward a justifiable and reasoned proposal for change. A table showing what

proposals had or had not been included in the final draft strategy document was developed and posted to the Ministry's website to assist submitters identifying their submissions in the overall process.

Following the Ministry's finalising of its proposed integrated strategy to prevent and minimise gambling harm, the Gambling Commission undertook its own, independent consultation meeting, on 12 November 2009. This meeting is required under the Gambling Act 2003, which requires the Commission to consult on the Ministry's strategy and the problem gambling levy rates.

The meeting was attended by a range of providers, industry representatives and other interested parties, all of whom were given the opportunity to comment on the Ministry's proposals. Discussion was wide ranging and, on the whole, constructive, although the Ministry was at times disappointed with some factually inaccurate statements that were made.

The Commission has now completed its independent report and submitted this to the Ministers of Health and Internal Affairs, making recommendations on the total annual amount of the problem gambling levy and levy rates for individual gambling sectors. The report is available on the problem gambling section of the Commission's website - [www.gamblingcom.govt.nz](http://www.gamblingcom.govt.nz)

Whilst there are still final decisions to be made by Ministers and Cabinet on the Ministry's proposed strategy and funding requirements, the lengthy process in the development and consultation required around this work programme is now complete. It has been a comprehensive, time consuming process for the entire problem gambling team here at the Ministry, and one that has been undertaken with considerable professionalism and transparency.

### **Scholarship Programme**

Applications for Hoe Whā scholarships are now being sought by Te Rau Matatini for the 2010 academic year. The Hoe Whā scholarships aim to support relevant research to further inform the Ministry of Health's integrated problem gambling strategy to prevent and minimise harm from gambling.

Detailed information about the scholarships, including application forms, are available on Te Rau Matatini's website: [www.matatini.co.nz](http://www.matatini.co.nz). Applications for the 2010 academic year need to be received by Te Rau Matatini by 5pm Friday 22 January 2010.

### **Audit Programme**

The Ministry is now in the closing stages of processing the final provider audit reports completed by KPMG. Overall

## Ministry of Health...

Continued from page 28...

the audit programme has gone very well. This is a credit to all those involved in the process – a big thank you to all providers, especially those individuals specifically involved in the site visit meetings, for your positive engagement. There will be a formal debrief on the process between the Ministry and KPMG in the new year, and we do encourage you to send back your Evaluation Forms, as these will be considered as part of that debriefing process.

The plan going forward is to translate the audit report findings and recommendations into audit workout plans, and these are now being prepared and will be sent to all providers prior to mid December 2009. Your individual contract manager will be in touch with you, if they have not already done so, to work through that process with you.

### Stage 3 - Evaluation of Intervention Service Providers

The Ministry is in the process of reading through the final draft evaluation report from AUT.

The report provides the Ministry with considerable verification and validation of the growth and improvements the sector has made over the last couple of years. While demonstrating considerable gains, the report does also note some opportunities for improvement and clarity around brief interventions and facilitation sessions.

The Ministry will engage with providers in the New Year to address some of these commonly occurring themes. It is expected that the Stage 3 Evaluation Report will be finalised early in the New Year, at which time the report will be placed on the Ministry's website.

### Service Planning for the 2010-2013

In terms of planning for the next three years, contract managers will commence the engagement process with providers in early 2010. These preliminary discussions will proceed, in good faith, pending Cabinet decisions and the gazetting of levy regulations required to fund the three year service plan beyond 30 June 2010. These discussions will be conducted in tandem with activities resulting from the audit workout plans, six monthly reports for the June to December 2009 period, contract verification issues and both the Ministry's and providers' expectations for future service mix and delivery.

### Research and Evaluation

As many of you will be aware there are a number of research projects underway or due to start very soon. Following is a brief update on where everything is at:

Impacts of Gambling on Maori, Pacific peoples, and Asian peoples and communities

The RFP for these three projects has closed and the Ministry is in negotiations with three providers to deliver these projects. Negotiations are scheduled to be

completed before Christmas and the projects will start in the New Year.

### Impacts of Gambling on Communities

Although this project is still in its early stages, SHORE has already provided an initial report on some of the analysis they are attempting for this project. First impressions indicate that this project is living up to the expectations people had of it as an interesting and unique piece of research. SHORE is adopting a broad and innovative approach to making this project work.

### Industry Projects (Marketing, Venue and Game Characteristics, and Pop ups)

The RFPs for these projects have closed and the Ministry has started negotiations for the Marketing project and is finalising its decision on the other three projects. While negotiations may not be completed before Christmas, we can all look forward to these projects starting early in the New Year.

### National Brief Intervention Effectiveness study

This large clinical trial of brief interventions, being conducted by AUT with the Gambling Helpline, has completed its pilot phase and moved into recruitment for the main part of the study. Both AUT and Gambling Helpline have commented about how pleased they are with how the project has gone so far. This is not by accident, and the Ministry appreciates that the researchers, clinicians and training staff involved have all put hours of thought and planning into ensuring a smooth start to a very large and complex project.

### Effectiveness of exclusions (self and venue)

AUT has completed the draft report for this project that was identified through the 2008/09 provider/researcher initiated research RFP. There are some very useful findings in this report that I'm sure many of you will find interesting. The Ministry hopes to finalise this report early in the New Year.

### Early identification of gamblers in Casino settings

The Ministry has finalised negotiations for a study investigating approaches for the early identification of problem gamblers in Casino settings. This project was identified through the 2009/10 provider/researcher initiated research RFP and will commence in the New Year. This project has a number of unique and exciting characteristics, not least being Christchurch Casino's agreement to allow the use of data from its internal host responsibility and player tracking systems for the project. While the role of industry involvement in research has often been a hot topic nationally and internationally, the Ministry believes that projects of this type would be impossible without industry support and commends AUT and Christchurch Casino for their commitment to



## Ministry of Health...

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delivering professional, transparent and rigorous research that benefits the whole sector.

### Provision of problem gambling intervention services in prison settings

The Ministry is in negotiations for a study of problem gambling service delivery in prison settings. This project was identified through the 2009/10 provider/researcher initiated research RFP.



In closing I want us all to reflect on the progress that has been made during the year and acknowledge the efforts, challenges and achievements of all problem gambling service providers.

I wish you all a safe and happy Christmas and all the very best for a successful year in 2010 and beyond.

Barbara Phillips  
Group Manager – Minimising Harm Group  
Ministry of Health

## What's Happening in Your Neighbourhood...

### Problem Gambling Foundation of New Zealand - Wellington Katherine Reweti

Currently the central team is gearing up for the Wellington TLA review in early 2010. We will be advocating for a sinking lid policy for the Wellington city and suburbs. The Wellington Action Group has been running for 6 months and has 6 members, over twenty supporters and is co-facilitated by Jude West and Katherine Reweti from PGF. Watch this space.

The central region Gamble JAM (Joint Agency Meeting) meetings now include PGF, Oasis Salvation Army,

Rangataua Mauriora from Porirua, Wairarapa Addiction Service, Tae Aomanino Trust - Pacific provider from Porirua, Neove Christoforou from D.I.A, Nga Tai o Te Awa-Whanganui (we have currently just fare welled Dion Rogan from his position of programme coordinator) and Whakapai Hauora from Palmerston North. It was acknowledged at the last hui in Whanganui that the Gamble JAM meetings provide enormous support and we are able to share ideas and whakawhanaungatanga (build strong relationships with each other).

For further information, please contact Katherine Reweti on Phone (04) 473 4360,  
Email: [katherine.reweti@pgfnz.org.nz](mailto:katherine.reweti@pgfnz.org.nz)



**TE RAU MATATINI**

**APPLY NOW**

**Topatopahia te rere o Te Waka  
Hoe Whā Problem Gambling Undergraduate & Postgraduate  
Scholarships -**

**Te Rau Matatini with the support of the Ministry of Health are pleased to offer another round of scholarships for study in 2010.**

The undergraduate and postgraduate Hoe Whā scholarship programme aims to build the problem gambling and gambling sector workforce and research capacity, to enable and inform the Ministry of Health's integrated problem gambling strategy. The overall aim of the scholarships is to prevent and minimise the harms associated with gambling.

**The undergraduate scholarships are available to those:**

- Currently working in the problem gambling or gambling sector, and
- Undertaking a relevant study programme in the 2010 academic year.

**The postgraduate scholarships are available to those:**

- Undertaking a Masters thesis or PhD involving research associated with gambling.

**Scholarships**

Undergraduate scholarships of up to \$4,000 per year are available. Masters scholarships of up to \$12,000 per year and a PhD scholarship of up to \$20,000 per year are also available in 2010.

All eligible applications will be considered, however a limited number are available and eligibility cannot guarantee a scholarship award.

**NEW Methamphetamine Scholarships 2010 ~ Apply Now**

**Are you providing services to individuals and whānau with  
Methamphetamine issues?**

Thirty new scholarships are also now available as part of a workforce development initiative for staff working with whānau who have an issue with methamphetamine misuse. The scholarship aims to strengthen the addiction workforce by providing opportunities to increase workforce capacity within the addictions sector, to support current pathways into treatment for methamphetamine users.

**Applications close 22 January 2010**

**For further information about applying for a scholarship please contact:**

**Seru Tiqatabua**  
0800 Matatini (62828464)  
(04) 473 9591 ext 812  
[s.tiqatabua@matatini.co.nz](mailto:s.tiqatabua@matatini.co.nz)

**Tracey Potiki**  
(04) 473 9591 ext 814  
027 587 1888  
[t.potiki@matatini.co.nz](mailto:t.potiki@matatini.co.nz)

## What's Happening...

### Proposed Calendar of Events for 2010

|  |   |
|--|---|
| <b>27th December – 16th January 2010</b> | <i>HSC: Social Marketing TV and Radio Advertisement</i>   |
| <b>26th January 2010</b>                 | <i>Abacus: Maori Problem Gambling Clinical Training - Rotorua (Re-scheduled November 2009 training)</i>   |
| <b>15th – 17th February 2010</b>         | <i>Te Herenga Waka o Te Ora Whanau: International Indigenous Problem Gambling Symposium - Rotorua</i>   |
| <b>22nd – 23rd February 2010</b>         | <i>AUT and Gambling Helpline: Think Tank - Auckland</i>   |
| <b>23rd – 26th February 2010</b>         | <i>Problem Gambling Foundation of New Zealand, AUT and Hapai Te Hauora Tapui: International Gambling Conference 2010 – Auckland</i><br><b>Please note: Pre Conference Workshops to be held on the 23rd February</b>           |
| <b>14th– 27th March 2010</b>             | <i>HSC: Social Marketing TV and Radio Advertisement</i>   |
| <b>25th – 26th March 2010</b>            | <i>Te Kakano: National Provider Problem Gambling Public Health Training - Auckland</i>  |
| <b>15 – 16 April 2010</b>                | <i>National Coordination Service: National Pacific Fono (15th April) - Auckland</i><br><i>Te Kakano: Pacific Problem Gambling Public Health Training (16th April) - Auckland</i>  |
| <b>6th – 7th May 2010</b>                | <i>National Coordination Service: National Asian Forum (6th May) - Auckland</i><br><i>Abacus: Asian Problem Gambling Clinical Training – (7th May) - Auckland</i>   |
| <b>13th – 26th June 2010</b>             | <i>HSC: Social Marketing TV and Radio Advertisement</i>   |
| <b>21st – 23rd July 2010</b>             | <i>National Coordination Service: Annual National Provider Forum – Wellington</i><br><i>Abacus: Problem Gambling Clinical Training – Wellington</i><br><i>Te Kakano: Problem Gambling Public Health Training – Wellington</i> |
| <b>22nd – 25th September 2010</b>        | <i>Cutting Edge Conference</i>  |
| <b>27th – 29th October 2010</b>          | <i>National Coordination Service: National Maori Hui – (Hosted by Toiora - Healthy Lifestyles) New Plymouth</i>   |
| <b>18th – 19th November 2010</b>         | <i>National Coordination Service: National Pacific Fono (18th November) - Auckland</i><br><i>Te Kakano: Pacific Problem Gambling Public Health Training (19th November) – Auckland</i>  |

#### Notes:

- Abacus is also able to provide ad-hoc support to problem gambling service providers around the country.
- The dates provided in this calendar are indicative only and subject to change.

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

Michelle O'Loughlin

On behalf of the National Coordination Service

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Tel: 09 639 1131

