



## Problem Gambling National Maori Hui

### Summary of Proceedings

#### INTRODUCTION

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

The National Maori Hui was a two day Hui to network, discuss issues and provide workforce developmental training.

**When: Tuesday 25<sup>th</sup> – Wednesday 26<sup>th</sup> Nov 2008**

**Where: Manurewa Marae, 81 Finlayson Ave, Manurewa, Auckland**

The Hui was facilitated by:

Eru Thompson, Kaumatua, Rangatira

Vienna Richards, newly appointed National Coordinator of the NCS

#### **Objectives:**

- 1) Support Maori provider engagement and input into Ministry service development processes (intervention, public health and infrastructure)
- 2) Provide opportunities for Maori providers to communicate and exchange issues / trends with the Ministry
- 3) Build provider skills and knowledge through sharing workforce development opportunities
- 4) Increase collaboration between providers

#### Agenda - Attached

9am to 5pm Tuesday

Powhiri

Kaumatua/Rangatira

Whakawhanaungatanga

Keynote Speakers/Presentations

Poroporoaki

9am to 12pm Wednesday

Abacus Clinical Training

12pm to 4.30pm

Maori Caucus

## ATTENDANCE

The Hui was attended by approximately 60 participants representing all Maori dedicated service providers in New Zealand and Maori staff working for generic providers, namely:

- Palmerston North - Best Care Whakapai Hauora
- Auckland - Hapai Te Hauora Trust
- Hamilton - Hauora Waikato
- Christchurch - He Oranga Pounamu
- Christchurch - He Waka Tapu
- Hamilton - Te Runanga o Kirikiriroa Trust
- Porirua - Te Runanga O Toa Rangatira
- Invercargill - Nga Kete Matauranga Pounamu Trust
- Whangarei - Nga Manga Puriri
- Gisborne - Ngati Porou,
- Manukau - Raukura Hauora O Tainui
- Whanganui - Nga Tai O Te Awa Trust
- Nelson - Te Kahui Hauora O Ngati Koata Trust
- Rotorua - Te Kahui Hauora Trust
- Napier - Te Rangihaeta Oranga
- New Plymouth - Toiora Health Lifestyles Ltd
- Auckland - Gambling Helpline
- Auckland - Oasis Centre, The Salvation Army
- Auckland - Problem Gambling Foundation

In addition, other key stakeholders relating to Problem Gambling and Maori services were in attendance:

- Ministry of Health National Problem Gambling Team representatives -  
**Derek Thompson** - Snr Contract Manager - provided update  
**Carmela Petagna** - Snr Contract Manager  
**Dean Adam** - Snr Contract Manager - Research
- Health Sponsorship Council  
**Hannah Booth** - PG Programme Manager - participated in the Hui -  
Presented TV Campaign and Maori Specific Resources
- Research/Cultural Advisor (Massey University - Shore Whariki Research) -  
**Lorna Dyall** - presented on the Assessments of the Impacts of Gambling in  
New Zealand

- Gambling Helpline - **Colin Mason** - Assistant Manager - presented on Day 1
- Matua- **Tanu Tosu** - attended.
- Kaumatua - Facilitator - **Eru Thompson** - Te Rikawa Consultants
- The Salvation Army -**Joe and Nan Patea** - National Maori Ministries - Rangatira
- National Coordination Services - **Vienna Richards** - National Co-ordinator Problem Gambling Co-ordination Service

## **DAY 1: Tuesday 25th November 2008 - Problem Gambling National Maori Hui**

### **OPENING**

The Hui opened at 9.00am with Powhiri 9.00 to 10.00am

At the Powhiri, Kaumatua spoke of the history of problem gambling. The Kaumatua for Hauora Waikato laid a stake in the ground declaring Hauora Waikato's role in setting up and hosting the first Maori Hui for providers, advocating Hauora Waikato's role in being there first. Hui facilitator, Eru Thompson responded by recalling the history of problem gambling going back fifteen years and listing those who sat at the table then, looking at the issues facing their Whanau at the time.

The new National Co-ordinator for National Co-ordination services addressed the Hui on the role of National Co-ordination.

### **WHAKAWHANAUNGATANGA**

During the Whakawhanaungatanga discussions took place concerning:

- Recognition of Te Herenga Waka from the Ministry
- Recognition of Maori kaupapa, rights of Maori to self determination
- A Maori voice to represent their needs and interests
- Relationship between the Ministry of Health and Maori service providers
- Relationship between the Ministry of Health, Maori service providers and Te Herenga Waka
- Communication
- Timing of the release for the Whakatau Mai Ra Research project
- Facilitation of next Hui

The following are issues that were raised from a number of Maori Providers during the hui to consider for discussion:

1. Opportunity to present and give recognition to Te Herenga Waka o te ora Whanau (TWH) and its role at governance level. THW ensures that iwi Maori participate and contribute to key strategic developments regarding gambling issues for Maori. This ensures that Maori providers throughout the country have a "voice" at a governance level.
2. Engagement and korero with Ministry regarding Maori provider input into Ministry service development processes. Maori providers are keen that Ministry and NCS support what Maori future directions are and appropriateness of services and resources for Maori.
3. That Maori providers have involvement in setting research priorities based on the direct needs of their organisations and their communities
4. Maori providers agree that there needs to be increased collaboration between providers - how will NCS, Ministry, HSC support this for Maori providers?
5. Minimal opportunities for workforce development in the area of Health Promotion - how will NCS, Ministry, HSC support this for Maori providers.
6. An opportunity for Maori providers involved in the recent research project entitled "Whakatau Mai Ra": The impacts of gambling for Maori communities - A national Maori collaborative approach" to meet to discuss with the Ministry specific aspects of the project.
7. That a consensus is reached between mainstream providers (Ministry, HSC, NCS) regarding their commitment to Maori providers, how they would support them moving forward, how they would support workforce development and increasing workforce capacity.
8. Maori working within a mainstream environment - concerns regarding the lack of support, direction and guidance to assist them within the gambling environment.
9. The need for Maori to be recognised for their expert advice and input to various National Advisory Forums, in particular the Expert Advisory Group (EAG) - what happens with the information that comes from this group; who defines Maori expert input; what is the selection process for EAG stakeholders?
10. Assurance that the concerns raised by providers in relation to Maori research can be maintained with all future Maori problem gambling research attempts (i.e. use of recognised research agencies, etc).
11. Giving recognition to Maori researchers who have been working in the area of gambling for awhile now, and the Ministry and others recognising the research expertise that we all, as Maori health providers, possess collectively.

## PRESENTATIONS

### Presenter

Derek Thompson - Ministry of Health

Update

Power Point presentation - attached

### Presenter

Colin Mason - Gambling Helpline New Zealand

Update

### Presenter

Hannah Booth - Health Sponsorship Council

#### HSC Presentation

Hannah provided an update on the Kiwi Lives Stage II Campaign:

- Stage I aimed to get NZ'ers to think about problem gambling. Stage II builds on this to provide information about the specific harms and increase awareness about what they can do.
- Three TV commercials (30 second and 15 second version for each) have been developed and will go to air November. They are testimonial-based ads based on an individual, family and community.
- New resources will be distributed to providers – they will include postcards, magnetic memo pads, pens, bags + hats for providers/volunteers.
- Website [www.ourproblem.org.nz](http://www.ourproblem.org.nz) has been re-developed to re-launch as part of the Campaign.
- HSC would like to start a process for developing resources that are appropriate for Maori communities. Discussion ensued.
- DVD's re Kiwi Lives Advert were handed out

#### Action Points

- Question raised about having Maori subtitles on ads. Hannah will look at this and feed back to group.
- Agreed that a small group would be involved in the development of Maori resources. A number of people put their names forward who Hannah would be in contact with.

#### Update

- The group met early in 2009 to discuss Maori resource development. After this initial meeting, it was agreed that Hannah will circulate a draft plan to this group for taking this work forward. It was also agreed HSC could use the Maori resource development workshop (at the Forum) to discuss current practice and share ideas. Hannah will keep everyone up to date with this project as it progresses.

### Speaker

Lorna Dyll, University of Auckland - Shore Research

Presentation on "Assessment of Impacts of Gambling in New Zealand"

Refer to attached handout

Refer to attached power-point

### Speaker

Pam Anderson - Te Rau Matatini  
Scholarships/Workforce Development

### Speaker

Denis McLeod - Te Herenga Waka O Te Ora Whanau  
Delivered at the Maori Caucus  
Update of Development for Maori within the Problem Gambling kaupapa  
Refer to attached power point

## **OUTCOMES**

Despite the challenges, this was the first hui under the National Coordination Service that brought together all Maori service providers from around the country.

Providers, particularly newcomers, had an opportunity to network with each other and share experiences and challenges.

## **RECOMMENDATIONS FROM PARTICIPANTS' FEEDBACK**

1. A separate meeting be held with the Ministry of Health, the board/CEO and kaumatua from iwi affiliated with the various Maori service providers, to address specific issues arising from the hui.
2. Many of the issues expressed in the hui are ones that can only be addressed by Maori iwi providers.
3. Kaumatua Eru Thompson is willing to play a role in bringing parties together to address and resolve issues, and seeking a mandate for "the Maori way of doing things".
4. The next Hui to be organised by a body of Maori providers in consultation with the National Coordination Service in line with the objectives set out for the Hui.

## **EVALUATIONS**

The evaluative comments on the hui are fed back to the Ministry of Health and will be considered in the planning of future hui.

## Forum Evaluation - Day One

- 24 evaluations (rating average out of 5 (lowest =1, highest =5)):

- Easy to understand = 3.50
- Matched to your learning style = 3.40
- Enough information presented = 3.14
- Covered the right topics for you = 2.45
- Helped you gain knowledge in areas help was needed = 2.30
- Helped you gain new skills in areas help was needed = 2.17
- Met your needs and expectations = 2.35
- Inspired you = 2.25
- Helped me network and meet other providers = 3.95

## Forum Evaluation - Day 2

See attached PDF for Clinical Training Evaluation

Overall - Calculated out of 100%

- Will the time spent at the Maori Hui help you in your work = 56.3% Yes
- Would you recommend attending the Maori Hui next time 76.5% Yes

### **The following is a summary of the comments made by the participants:**

Unless there are Noho Marae provisions holding hui with Maori on a Marae without the ability to stay overnight is pointless

Hearing was difficult – Noise from kitchen area

Manurewa Marae and people were exceptional

Powhiri Process – inappropriate for Kaikaranga to wear long pants when welcoming manuhiri onto marae area?

Whakawhanaungatanga – too long – either extend time or just say name where you are from and mahi. Leave the rest for a later time

Good issues raised during whakawhanaungatanga – need time set aside to discuss issues

Would have been good to have Te Herenga Waka kaupapa earlier

Disappointed no progress made from previous hui- hearing the same korero

Time Frames – Did not hear all presentations

Need to adhere to schedule

Training was excellent – way to share with other Maori practitioners

Enjoyable training around whanau ora exercise – Some great examples given of providers who are working from strength based approach.

Some great mahi happening

All presentations were useful – However do they fit the needs of WFD for providers?

Health Sponsorship Council. not prepared- No Maori resources – for a Maori Hui Research by Lorna Dyall – great to get research on Maori, done by Maori for Maori

Wide variation of presentations – some effective some not.

Would have liked more help around problems, than problems we are having

Service specs – needed more discussion – how are providers meeting them.

More discussion on intervention – what's working what's not?

Two days is not long enough

Good to meet new faces in the area

Te Herenga Waka is needed as a national body to provide a voice for Maori at a governance level, needs to be recognised and supported by funders (Ministry or HSC etc..)

Maori Providers need to be consulted and participate in the organisation of the next hui. Setting the agenda to reflect Maori needs and issues.