



Problem Gambling National Pacific Fono 21st October 2009

Summary of Proceedings

INTRODUCTION

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

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

The fono was held at
The Ellerslie Event Centre
80 - 100 Ascot Avenue,
Greenlane, Auckland

On Wednesday 21st October 2009

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

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

ATTENDANCE

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

- Gambling Helpline
- Problem Gambling Foundation of New Zealand
- Niu Development Inc
- Tupu - Pacific Alcohol and Drugs/Gambling
- Taeaomanino Trust
- Pacific Island Evaluation Inc
- The Salvation Army - Oasis Centre Auckland
- Takanga A Fohe - Pacific Mental Health and Addictions
- Otara Gambling Action Group
- Vaka Tautua Mental Health
- South Auckland Family Violence Prevention Network
- Tongan Advisory Board
- Tokelauan Community Representative - Wellington
- Methodist Church
- ALAC
- Framework Trust
- New Zealand Police Force - Manurewa Police Officer Pacific Representative
- Auckland National Council for Women
- Pasifika Education Centre
- Puataunofu Project - Wellington Work Force Health and Safety for Pacific People
- Problem Gambling National Coordination Service
- Ministry of Health
- Te Kakano - Work Force Development: Public Health Trainer
- Health Sponsorship Council

Total Participants 47

Facilitator

Tanu Tosu

Pacific Cultural Navigator

Soifua Village Polynesia - supplied music and entertainment during the lunch break.

Refer attached Attendance List

DAY 1: Wednesday 21st October 2009

Refer attached Programme Schedule.

OPENING

The forum began at 9.30am with a Welcome from the facilitator - Papal'i'itele Tanumafili Toso, followed with a Lotu by Reverend 'Epli Taungapeau. This was followed by brief introductions from all participants.

Carmela Petagna Ministry of Health Update

- New Six Year Strategic Plan and Three Year Service Plan - Consultation Process and submissions - the Ministry received three submissions from Pacific providers. There was general agreement to the direction of the strategy. It is noted the Pacific community continues to be a key focus for the Ministry, (Public Health and Intervention). Focus going forward is outcome based.
- The Ministry will commence negotiations (in good faith) in February 2010 with service providers on new contracts.
- Audit of all PG service providers completed including reports. Debrief will take place in the New Year. Feedback was positive.
- New Public Health WFD trainer has been appointed, Te Kakano, who is carrying out a needs assessment.
- Outcomes of problem gambling service delivery in Tairāwhiti (dedicated Maori service provider) being worked through
- Additional dedicated Pacific service delivery in Auckland being worked through.

PROVIDER PRESENTATIONS:

Problem Gambling Foundation of New Zealand Pacific Public Health

What Do We Do?

Pesio Ah-Honi Siitia

Pesio Siitia presented on the role of the public health counsellor, looking at the activities Problem Gambling Foundation have undertaken in recent months. Pesio talked about mobilising the community, developing a gambling action group. Together they look at various issues concerning problem gambling harm in the community, raising awareness and advocating for the Pacific people.

Pesio announced the Problem Gambling Foundation of New Zealand is establishing a new dedicated Pacific Public Health Unit, of which she is the Manager and Rufo Pupualii is a health promoter. Pesio also announced the intention of PGF to actively recruit for a Pacific intervention worker.

Refer to attached power point presentation

Points Raised by the Participants:

Need to involve the churches, to be responsible and accountable.
Involve other stakeholders e.g. Budget Services, ALAC
Use consumer groups more.
Clinicians need to bring to the community the stories from the client - very powerful.

Niu Development Inc Pacific Public Health

Gamble Free Day

Mali Erick

Mali Erick presented on Gamble Free Day, the 1st of September every year. All service providers carry out activities on this day to raise public awareness around the harm caused not only to the problem gambler but their families and communities. Niu Development Inc had over 300 people attend a day of celebration with all the Pacific Nations and their elders. To bring people together to learn, share and support each other.

Refer to attached power point presentation

Tupu - Pacific Alcohol and Drug/Gambling Service Pacific Intervention Team

Tupu - Our Organisation

Josephine Gray

Josephine Gray presented on their organisation and the role of the clinician. Jo spoke about the benefits of working collaboratively with other agencies and the value this brought to the team around structure and governance - to be more professional. Their referrals come from; self, community, gambling helpline, walk in's from Niu Development Inc, other organisations, but predominantly referrals from the Justice networks through their CAD's links. Their first priority is to keep people safe. Jo used a case study as an example.

Refer to attached power point presentation

Group Exercise:

This exercise was done before lunch:
Participants were divided into eight groups. Each group selected a representative who gave feedback to the fono. The following is a transcript of the written responses recorded by the participants.

Identify and Highlight:

Gaps/Issues/Challenges for: - Public Health and Clinical

Work Force Development:

- Location/smaller providers/isolation
- Need more collaborative process
- Put our words into action
- Skilled work force, capacity

- Need more funding, workforce, and time.
- Time Lapse: Between referral (public health to clinical) - crisis on presentation.
- Should public health and intervention work always work together for maximum benefit?
- Case overload (Risk)
- Workforce development - acknowledgment of progress - but still need more help.
- Fragmentation of services - all competing for funding
- Accept public health work is big picture and different from clinical service delivery (different skill mix).
- Social service networking - local focus not regional, how to extend across Auckland.
- Break down barriers - jargon, definition of problem as health issue.
- Phone intervention - referring to pacific speaking counsellors in other regions

Cultural

- Stigma - Breaking cycle to accept gambling issues within Pacific families
- Pride (how to get our Pacific people to seek help) "Fakama" relationship
- Opening up to public health and then having to retell to clinicians - difficult - need to bridge referral gaps
- Confidentiality and privacy issues - sharing client's stories
- Safety issues
- Cultural pride - engaging churches when not a crisis - shame issue
- Referrals from mainstream providers to Pacific provider - fear of client - not feeling safe, confidentiality issues
- Our people do not feel comfortable with the process - identify and change (promote alternatives)
- Culturally accepted - bingo, housie, raffles - in church and community
- Language Barrier
- Trust
- Ethnic specific challenge versus pan - pacific.
- How to manage money? Pressure from church/family
- Mixed messages in community
- Need for more basic education (literacy and numeracy)

Resources

- Lack of resources
- Marketing of gambling is stronger than public health work in raising awareness of the issues.
- Funding process is a challenge to how services are delivered

Gaps:

- Engaging youth
- Other agencies not having information on problem gambling in raising awareness of the issues.
- Other agencies not having information on treatment services available
- Online gambling

- Self-care – public health/clinical role? Cultural support/clinical support.
- Lack of coordination/awareness (between churches, NGO's, other providers)
- Need a "Pacific Process"
- Qualifications and skills of Pacific clinicians in Christchurch is lacking
- More training required to provide an improved quality service
- Local candidates are at times linked to pokie Trusts- are they also involved in the decision making process i.e. policy?

Solutions for:

Work Force Development

- Brief Intervention for public health workers
- Regular meetings/presentations between public health and clinical teams to gain understanding of each role.
- Recognition that public health awareness is intervention and the beginning process of change/healing
- Understanding public health and community development
- Innovative - sharing knowledge.
- Networking - Unity
- Mobile - going to our people.
- Passion "Doing more....."
- Build workforce with student placement
- More funding available for training of clinicians
- Regular contact with providers outside of Auckland to provide support and share resources.
- Gatherings are powerful
- Engagement 80%
- Brief Intervention - Not enough clinicians
- More networking - build trust/proven track records

Cultural

- Walking with client through agencies
- Use of Matua
- Target churches/church leaders to be part of the solution/conversation
- Mobilising community
- Engagement - meaningful
- Connect - time, values.
- Strong relationships
- Pacific Services
- Acknowledgment of diversity of Pasifika

Resources

- Working with other agencies and community
- Share resources - distribute widely to other agencies - communicate and network
- Need to tap into human resources in the community
- Advertising works

Gaps

- Networking, sharing and developing relationships with youth groups, youth line, and police.
- Monthly meetings (face to face) with community groups, WINZ, GP's, social services, TLA's
- Learning from other agencies
- Include youth/matua
- Share resources - distribute widely to other agencies - communicate and network
- Qualify in Pacific way/Pacific Process
- Reciprocal relationships - community services - intervention services
- Utilising Pacific models and Tools
- Design and apply youth specific treatment.
- Develop good process/practice public health v intervention
- Evidence best practice
- Young children - build awareness of their culture (New Zealand born)
- Develop programmes and education
- Look at the environment
- Reduce access to pokies - Working with local government - reduce pokies in our community
- Working with local government - gambling policies
- Advocating and lobbying

Health Sponsorship Council

Marketing Social Change

Update Pacific Resources

Hannah Crump
Anthea Fitzsimons

Hannah Crump gave an update on Stage II of the Kiwi Lives Programme. There are no more new TV or Radio adverts at this stage. Testimonial stories and quotes are being collected by Hannah from around New Zealand, along with photos and video footage. These will be used for pamphlets, posters and video clips. The video clips can be used on websites and in promotional DVD's. A DVD resource will be prepared for providers.

Anthea Fitzsimons, who has just recently started with HSC, will be developing and producing the next instalment of resources for providers. Anthea gave an update on the leaflets and the bags which will specifically target Pacific audiences.

Refer to attached power point presentation and handouts.

Comments from the Participants:

- Do the resources help minimise gambling harm?
- Health Sponsorship Council are contracted to raise public awareness.
- Do the resources achieve the objective?
- Should funding for resources go direct to the providers?

- Where does the feedback come from? Who is tested to ensure the resources are/will be effective? It would be good to have a list of where the testing is to be done and consultation with Pacific providers to ensure appropriate, informative results are achieved.
- Need to get feedback from grass roots community.
- The resources need to be more visual to capture Pacific audience - simple easy to read.
- Resources should have at least four languages on the leaflet.
- The community, is it over informed? A bag, a leaflet and post cards are they all necessary?
- What stock is there and how is it distributed? Resources are low however the new resources will be available early next year.
- Resources are limited - use them efficiently.
- Resources should go to other stakeholders - information sharing.

Te Kakano

Public Health Workforce Development: Trainer

Needs Assessment Consultation

Ruth Herd

Ruth Herd gave an overview on Te Kakano and the organisation, discussing the training programme and what it could look like. A draft training manual will be developed. Pacific values and strengths will be incorporated to develop a Pacific on line tool for the "e-learning hub" yet to be completed.

Refer to attached power point presentation

A needs assessment workshop took place and the results will be reported back to the Pacific providers.

Workforce Development Needs Identified by the Participants:

- Values - "The Space - Le Va" - Respect and maintain the sacred space.
- Harmony and balance within relationships.
- Maintain respectful and strong relationships between each other.
- In respect to the fono, knowing all Pacific groups, stakeholders and community.
- Know how to pave the way to that space "Le Va"
- Start the day with a prayer.
- Approach with respect.
- Must include spirituality and the churches.
- Talenoa - a popular and preferred means of communication, that captures the traditions and protocols of the Pacific people - telling the stories.
- Culturally appropriate interviewing.
- Culture, language, music, food.
- Acknowledge the knowledge.
- Work collaboratively

Where to from here?

Relationships/Stakeholders?

Group Discussion: Responses from Participants

- Need to continue support and sharing.
- Need to continue developing relationships with other agencies who attended the fono.
- Networking to be extended and cultivated outside the fono, enlarge net of stakeholders.
- It is important to hold meetings with Pacific providers and other agencies.
- Regular meetings - for updates - JAM (with Intervention and Public Health), Mental Health, ALAC, Family Violence, community groups.
- Attend other conferences e.g. Think Tank
- Work collaboratively towards new contracts.
- Look at OGAG - Rules of Engagement
- Need a set of Principles
- Contract time constraints
- Ministry of Health to consider improved consultation with the Pacific providers in relation to Pacific research to ensure Pacific needs are met in problem gambling research outcomes.
- Researches - more clarity and information on research.

Issues:

The following issues for dedicated Pacific service providers were noted during the fono.

- Data management and reporting to the Ministry of Health needs to be improved. Understanding contract specifications and writing of reports continues to be a problem for most providers. Capturing evidence on health promotion is vitally important to justify the funding of these activities.
- Under serviced for Pacific
- One clinical team for Pacific - not enough.
- No clinicians outside Auckland
- Need to build capacity and skill in the workforce.
- Need to encourage youth.

Need to build stronger relationships with other agencies.

EMERGENT ISSUES

- For most service providers the main area of concern is the renewal of contracts and future funding.
- Youth involvement in the problem gambling sector has been raised as an issue. How are youth effected by gambling harm? Is there value in having youth engaging with youth and raising awareness of problem gambling in schools and the wider community? The issue around youth for Pacific people has been mainly dominated by New Zealand born and the lack of

cultural awareness. This new issue will add another dimension for the Pacific providers with youth and internet gambling issues being raised. Pacific providers stated "reclaim our youth and introduce them to Pacific games to play instead."

OUTCOMES

- All service providers were well represented.
- It was very pleasing to note the highest number in youth and males to attend a Problem Gambling Pacific Fono hosted by NCS.
- There was a large representation of stakeholders and other organisations in attendance, which proved to add great diversity and value to the fono.
- The recommendations from the previous fono and planning meeting were accomplished. *Refer to attached planning day minutes.*
- The fono was convened in true Pasifika style.
- Feedback has been extremely positive.
- Working group to be established - Developing Pacific tool/framework for recording and reporting Public Health activities to the Ministry.

RECOMMENDATIONS:

- Need to work with Te Kakano to develop - Pacific Model/Best Practice tool
- Need to develop a cultural framework template for reporting.
- Programme for future fono: Have Infrastructure updates in the afternoon - this will allow more time for group interactivity and discussion on issues/topics/solutions and the sharing of knowledge.
- Progressively address issues raised
- Develop the solutions proposed at the subsequent fono.

EVALUATION:

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

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

The venue was excellent; the food was exceptional and catered for the Pacific style. All providers appreciated and enjoyed the Pacific song during the lunch break.

Twenty Two responses were received from a possible 47 overall for the NCS evaluation and they are summarised below.

Responses recorded as a percentage based on the 22 evaluations received

	Excellent	Good	Fair	Poor	Abstain
Fono as a whole	60%	36%	4%		
Venue	78%	18%	4%		
Location	74%	13%	9%	4%	
Helpfulness of forum organisers	51%	45%			4%
Availability of information prior to forum	28%	36%	23%	9%	4%
Registration process	37%	31%	23%		9%
Accommodation recommended	23%	23%			54%
Food at fono	87%	13%			
Did the Fono meet your needs and expectations overall	51%	27%	18%		4%
Did the Fono Inspire you	36%	55%	9%		
Content / Topic	37%	50%	13%		
Quality of Content	37%	50%	13%		
Opportunities to update knowledge/skills in areas that are relevant to you	41%	50%	9%		
Opportunity to network with other providers and presenters	55%	36%	9%		
Was information easy to understand	50%	41%	9%		
Did it match your learning style	41%	36%	23%		
If English is your 2 nd Language was the information easy to understand	18%	36%			46%

These comments are collated from the 22 responses received out of a possible 47

What were the highlights of the forum for you?

- Networking (local, regional and national)
- Community involvement
- Update and feedback
- Knowledge sharing
- New faces/sharing with other stakeholders.
- The opportunity to engage, network and brainstorm.
- The Health Sponsorship update
- Presentations, workshops, food
- Loved breakout sessions in groups
- Morning presentations
- Opening of Fono
- Structure, quality of fono content
- Team ice breakers
- Safe and open for young people to speak
- Food was wonderful, venue excellent
- Networking and presentations
- Ministry of health Update
- Tupu Presentation

- Group Discussions
- Wonderful Lunch
- Great opportunity to network with other organisations
- Recent updates on gambling services/interventions at all levels
- Facilitation provided valuable links and progress
- Sharing
- Not much to improve
- Ministry updates
- Everything
- Where to from Here - 2010
- Networking
- Encouraging, sharing ideas, knowledge and wisdom
- Presentations
- The words of encouragement, motivation to work together for the benefit of our Pacific people
- Health promotion/Intervention to work together
- Great lunch time entertainment
- Pacific Flavour
- Good spread of presenters

What aspects of the forum could have been improved on?

- Notification of dates for fono earlier
- Arrival of participants – on time, no delays to start
- Presentation of current events
- Some presentations too long
- Projector and lighting – difficult to see power points x 2
- More group work to get everyone's perceptions, experiences and opinions
- A voice from consumers
- Better location for out of town visitors – relocate to airport
- More focus on the theme – gaps/boundaries
- Better visuals on slides
- More time for presentations
- Networking with others
- All working together
- More providers' relevant services connected to gambling services
- Time keeping
- A consumer's voice – Health Advocacy Services
- Running on schedule
- No improvements needed – Great job Michelle and Matua Tanu (Cultural Advisor)

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

- Yes very, thanks x 9
- It has highlighted ideas and perspectives on how other Pasifika are coping in different areas of the sector.
- Not really helpful on the core work we do in our practice

- Yes, by having the gambling radar in every AOD session to detect problem gambling issues.
- Yes in terms of networking – meeting other pacific and mainstream providers
- Yes but feel opportunity lost in not getting enough discussion on issues that are important for next 12 months with whole group together
- Not much apart from sharing
- Yes as networking between Public health and Clinical needs to occur
- Yes hoping for more networking, get more referrals for interventions from other organisations present, the growth aspect for our work, for our people to talatelanoa about their view on gambling and the effect on themselves and others
- Definitely as everything you said you put into action
- Yes, better networks – will put “words to action”. Limit and minimize the gaps between intervention and public health

Are there any additional comments you wish to make?

- Busy schedule, good number attending
- Hope to be able to continue connection with other services in developing my specific area of resources
- Thanks for all the organising – fantastic
- Very good fono – well done organisers
- Look forward to the next fono
- Good work
- Show case more case studies from the Pacific to show how clients come to services, what they experienced? Changes? Successes?
- The unsaid matters – most services only have contracts to 6/2010 What then? Where is the continuity for communities?
- We have to do this often
- Focus on the theory and/or intervention
- Well done good organisation of this fono
- Take the fono around the country (South Island, Christchurch)
- Thank you well done, looking forward to the next fono
- Always stick to the programme, set out.
- Just a great job
- Loved being involved in the beginning of the planning
- This is the best pacific fono ever gambling have ever ever had, thank you so much for organising this successful fono.
- Great this was a huge success, quality, structure. Food was awesome, great time keeping, venue excellent, good morning presentations and group work, great facilitation and catch up with Carmela, the Ministry.