

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 Four | Spring 2009

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From the Desk

Michelle O’Loughlin, National Coordinator, Problem Gambling National Coordination Service.

Tena Koutou Katoa, Warmest Greetings!

It has been busy over the last couple of months for all service providers, not only with the daily challenges faced in service delivery, but also in participating in audits, attending the Ministry of Health strategy consultation meetings and writing submissions. It was vitally important to be part of the consultation process and to have a say in the writing of your submissions to ensure that we continue to have a comprehensive approach to preventing and minimising gambling harm into the future.

The National Coordination Service is very pleased to welcome and introduce two new appointments to our service. Eru Thompson has been appointed as Pou Arahi, Tikanga Guidance Officer and Papali’itele Tanumafili Toso has been appointed as our Pacific Cultural Navigator. This enables us to engage and deliver services in a culturally appropriate and competent manner. It is a pleasure working with both Eru and Tanu and their appointments will be extremely valuable in bringing cultural understanding and guidance to the service.

Since our last newsletter in June 2009, the National Coordination Service has successfully hosted our first National Asian Provider Forum on the 22nd to 23rd July 2009. It was well attended by the service providers and other key stakeholders who created a supportive environment that ensured diversity, encouraged robust debate and allowed all participants to be involved.

The Abacus Maori Clinical Training Day (cancelled on 5th August) has been rescheduled for November 2009. A date will be confirmed once all expressions of interest have been received.

A Pacific provider planning day has been set for the 24th August to develop a programme for the upcoming National Pacific Fono in October. The objective for this day is to target the needs and requirements of the Pacific providers and deliver a programme that adds value and will improve capacity across the sector.

The planning for the Maori Hui scheduled for the 6th – 8th October 2009 is progressing well under the competent organisation and guidance of Monica Stockdale and her team at Te Rangihaeata Oranga Trust based in Napier. Please note details in our short update in the newsletter.

Continued on page 2...

This newsletter is bought to you by the Problem Gambling National Coordination Service; a Ministry of Health Contract being delivered by The Salvation Army in partnership with The University of Auckland’s Centre for Gambling Studies.

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

From the Desk

Continued from front cover...

The calendar of events on the last page of the newsletter is updated in every issue and should be distributed to all management and staff to diarise all upcoming events and changes to dates. This will allow forward planning to ensure all relevant and important events and training days can be attended.

I would like to introduce a new page to the newsletter. "What's happening in your Neighbourhood". It will consist of a short blurb on the activities your services are holding. This edition includes Gamble Free Day events taking place in local communities. This will be a good source of information and idea sharing on ways to promote problem gambling awareness.

The Summary of Proceedings for all events have been completed and will be sent out electronically to all participants and will also be put on our website.

We are now settled in our new building at 691A Mt Albert Road, Royal Oak, Auckland. The new offices provide us with meeting rooms and very good parking. If you are in the neighbourhood you are welcome to come and visit with us. Our new contact details are listed on the back page.

We would like to thank all those people and organisations who have sent in articles for this newsletter edition. The response has been excellent. A special thanks to everyone who has helped organise and support the events this service has hosted and the ongoing work for the upcoming events.

Again, this quarterly newsletter is your newsletter. We welcome your contribution, suggestions and ideas. It's an opportunity to profile the work of your service or debate weighty issues relevant to the sector. Go ahead and send in your thoughts, or pick up the phone and call us.

Ma te Atua me te Wahi ngaro tatou e tiaki e manaaki

May God and the origins from which all things come from, bless and keep us.

Public Health...

Multi Venue Self Exclusion - Reducing Barriers & Improving Processes

Eru Loach, Health Promoter for Problem Gambling at Ngā Kete Mātauranga Pounamu Trust

What is Self Exclusion?

Self Exclusion is a process included within the Gambling Act 2003 for individuals to formally exclude (ban) themselves from the gaming (pokie machine) area within venues.

The CEO's and Managers of 6 Societies and 4 Clubs that own the 329 pokie machines within the 23 Invercargill and Bluff gaming venues have been working with Eru Loach, Health Promoter for Problem Gambling at Ngā Kete Mātauranga Pounamu Trust.

Their purpose was to create a Multi Venue Self Exclusion process, whereby an individual could self exclude from ANY or ALL 23 Gaming Venues within Invercargill and Bluff in one step, without having to go to each venue personally. The outcome is an improved self exclusion process and the reduction of barriers for individuals.

"The Gambling Act made it difficult for individuals who wished to be excluded from ALL of the pokie venues that they have easy access to", said Mr Loach. "Under the Act, they are required to go to each venue personally, and request self exclusion. This just does not happen in real life. This Multi Venue Self Exclusion Process provides a simple procedure, now making it possible for someone to self exclude from ANY, or ALL 23 gaming venues in Invercargill and Bluff. It is a positive process for all involved, and it allows the individual concerned to take some control back in their lives. The process also allows the person concerned to request free counselling and support for their gambling by trained counsellors at Ngā Kete Mātauranga Pounamu Trust".

"People who feel reluctant to go to a pokie venue to self exclude (an option still available to them), can now go to Ngā Kete Mātauranga Pounamu Trust, and speak to one of their 3 Exclusion Coordinators to do this", said Mr Loach.

The Launch of the 1 Year Pilot Process was held at the Invercargill City Council Chambers on Wednesday 17th June 2009. Mayor Tim Shadbolt welcomed everyone, and the attending Society and Club Representatives signed an Accord indicating their support. Attending Venue Managers signed an Authority Form, giving the 3 Exclusion Coordinators authority to sign self exclusion orders on their behalf.

Training of venue staff occurred over the following month making the process fully operational.

After 6 weeks, 8 Multi Venue Self Exclusions were processed with 5 of the requests being made at Ngā Kete Mātauranga Pounamu Trust, rather than at a gaming venue.

"This is a clear indication that some people wishing to Self Exclude prefer not to do so at venues, and acknowledging their need for support to Venue Managers", said Mr Loach.

The CEO for Ngā Kete Mātauranga Pounamu Trust, Tracey Wright-Tawha stated, "This demonstration of "communities" working together to minimise risk and harm associated with problem gambling behaviour

Public Health...

shows unity of purpose, commitment to enhancing the wellbeing of individuals and whānau in Southland. Acknowledgement must be made of everyone's willingness to contribute to the formation of this process. A process underpinned by goodwill from Gaming Venues, Societies and Clubs in working with Ngā Kete Mātauranga Pounamu Trust to develop a Multi Venue Self Exclusion process which supports bar staff and individuals to be effective hosts. Acknowledgement is warmly extended to the ILT Foundation for the financial support to make this 1 year pilot possible – their investment is a good one for Southland".

Ann Eustace, the Manager of the ILT Foundation - Invercargill said, "The ILT Foundation is pleased to be

Interventions...

MVSEI – Does it Work?

Chris Watkins, The Salvation Army Oasis Centre, Dunedin

Since December 2008, 18 people in Dunedin have taken advantage of this new initiative designed to help problem gamblers self-exclude from multiple venues in the city. One visit to the Oasis Centre in Dunedin is all that is required for implementation. Upon request, Oasis staff mail out a request letter and client photograph to venues, which then enact the self-exclusion as if the client had visited their site in person. We have recently extended this service to include venues in the Waitaki region and have also helped someone exclude from venues in Horowhenua because she felt vulnerable to gambling while visiting family.

Virtually all of the clients have found MVSE to be 'life-changing'. Two specifically spoke of the MVSE as having given them back their lives. Another said "it was like she was getting to know herself again,... it was as if gambling had taken her 'self' away and it was now like meeting a very old friend, one that I thought I had lost for ever". A number expressed feeling overjoyed at the new found freedom:

"I no longer felt imprisoned by the pokies".

"Now I can be honest with my family when they ask if I have been gambling".

All of the clients who have used MVSE were chronic long-term gamblers. They had all tried unsuccessfully to give up and they were all feeling very demoralised. Gambling had cost them a great deal.

Most of these clients have continued with counselling. MVSE seemed to be a spring board to other psychological and behavioural change such as building self esteem, community networks and stopping smoking.

associated with the Multi Venue Self Exclusion 1 Year Pilot Project. We trust that this programme will further assist with gambling harm minimisation in our community".

The process will be evaluated and reviewed throughout the year.

More information about Multi Venue Self Exclusion is available by contacting the Coordinator, Jason Turnbull at Ngā Kete Mātauranga Pounamu Trust, 66 Yarrow Street, PO Box 1749, Invercargill. Phone (03) 2145260. Free-Phone 0800 925242. Email mvse.coord@kaitahu.maori.nz

Two clients who had returned to the pokie machines while being excluded had been stopped by bar staff. Their response to this was a flood of relief that someone had made the decision for them, when they couldn't make it themselves. People also were appreciative that someone else had shown concern for them. Stories such as these have been encouraging and reinforced for us the value of the MVSE.

We have developed collaborative relationships with our problem gambling service colleagues at Te Roopu Tautoko ki te Tonga and Problem Gambling Foundation. We have received a number of referrals from the Dunedin Casino and we have also recently received our first client referral from a Class 4 venue. Support from venue managers is increasing.

We understand that there are logistical challenges in introducing MVSE in larger centres or rural areas. However, we believe that the benefits for both individuals and the community outweigh the costs involved in getting the initiative started.

Please contact us at Dunedin Oasis, chris_watkins@nzf.salvationarmy.org or 03 477 9852 if you would like some ideas about where to start.

Gambling Impacts as Seen from Social Services

Keren Diprose – Manager, The Salvation Army Community Ministries, Upper Hutt

We all know about the impact of ‘out of control’ gambling on individuals and families. The shortage of funds or absence of funds – no money for rent, food, smokes, everyday things people need and no money to repair the car, to warrant it, no money even for petrol. Struggling to provide all the things children need for school – e.g. lunches, class trips, stationery, uniforms, sports fees. There is also the constant fear that someone will find out how bad the situation is before it can be fixed up.

Over the last couple of weeks I have been doing a gambling screen for the Oasis Salvation Army Programme in Wellington. Hearing people’s stories has been sad and yet I am encouraged by the way people care for each other and help, even when their own resources are limited. People worry about family members who they went out with to socialise, maybe have a drink and relax.

It is a sad kind of socialising when they spend all their time at the pokie machines. They may say “oh, I won \$100!”, but they don’t tell you how much they spent.

Then there is a whole new aspect that was revealed in the course of these stories. I have long admired the people I see, who out of the small portion of their own very limited resources, are helping neighbours and family members who have even less than they do and are suffering from problem gambling. This group of people are impacted by others gambling, not necessarily only from family members but neighbours and acquaintances.

When there is no money because it has been lost to gambling, problem gamblers send their children out to ask for food or smokes. This means two families are now stressed because of problem gambling.

Gambling is far too easy for too many in New Zealand and the returns do not warrant the expenditure.

From the South Island - Introducing Simon Tam

I work out of Christchurch for Problem Gambling Foundation of New Zealand and have been involved in the problem gambling field for six years. My areas of work focus on public health, interventions and research.

My recent presentation at the National Asian Provider Forum ‘Gambling in the Chinese Community of Christchurch’, outlined the process undertaken to build a professional relationship with the Christchurch Casino – including a snap shot of what this has entailed, and the achieved results.

Working in a partnership with Christchurch Casino and in particular Mr. Caleb Taiala, Host Responsibility Manager, has seen the success of this joint approach ‘Re-entry

Safety Plan’. The Christchurch Casino has fully supported my Casino Re-entry Safety Plan with the co-operation and sense of community responsibility. Prompt response by Mr. Taiala to calls from PGF with clients who want to self-exclude has provided support to problem gamblers.

Apart from the bi-monthly casino liaison meeting, Mr. Taiala will regularly meet with Simon to discuss on-going service relationship and how to improve service of minimising harm for problem gamblers.

New ideas are often discussed, such as the PlaySafe DrinkSafe model initiated by Mr. Taiala, with the underlying message of working to minimise gambling harm. Casino patrons have responded well to this.

Moving On

Louise Mankelov – Health Sponsorship Council - is moving on.

Louise has worked in the problem gambling area for about 5 years and since November 2007 at HSC, where she has mainly worked on developing all the great resources we have to promote problem gambling. She also worked with colleagues on the “Kiwi Lives” campaign which has been so successful.

Louise leaves to embark on some voluntary work for three

months in Argentina, where she will work with the under-privileged youth in the area and hopes to improve her Spanish speaking skills.

On behalf of the National Coordination Service, all the Service Providers and stakeholders we would like to thank Louise for all the wonderful work she has done and for always being accommodating and a pleasure to work with. We wish her well for the future and a safe journey abroad.

Gambling, Smoking and AOD: An Addictive Triumvirate?

Abacus Counselling Training & Supervision Ltd



As practitioners will know, the Ministry is currently underway with the alignment between problem gambling (PG), alcohol and other drug (AOD), and tobacco cessation (TC) competencies. Although all have to align our respective competencies, from the problem gambling perspective we have to first identify competencies for our sector, while the other two have theirs in place. One important aspect is likely to be the sharing of core competencies across the three fields. What may comprise core competencies has yet to be determined, but to what extent do these three fields relate to each other from a clinical perspective? You may ask, is it simply an association of convenience, or is it important for PG treatment practitioners to know about AOD and TC issues that either their clients may already have, or may be at risk of having?

Abacus has just written a paper for Addiction Treatment Research News (ATRN), a thrice-annual publication of the NZ National Addiction Centre, which some PG services may receive and is a recommended inexpensive resource in this new climate of ‘addictions’. We believe that some of the research findings highlighted in this article are highly important for the PG field from a clinical perspective, and highlight the importance for integrating AOD, TC, and the mental health issues we commonly identify (depression, anxiety), into the treatment plans negotiated with our clients. In the past we have known that to some extent, these other issues are likely to coexist with problem gambling, but recent evidence is suggesting that if these are not addressed, it will adversely affect our client’s future, both in the effectiveness of our interventions, and risk for these other conditions. Some of the research findings relevant to our sector include:

- AOD abuse by PG clients range from 25% to 63%, and two-thirds of these clients were affected by AOD prior to their gambling problems.
- PG clients are more likely to be tobacco smokers with 60% of problem gamblers dependent on nicotine.
- Those in poor health are three times as likely to

experience problem gambling as those who are not in poor health.

- Recent research has identified that nicotine influences the associations between gambling and multiple psychiatric disorders.
- There may be common genetic linkages between problem gambling and AOD.
- Common mental health issues to these addictions include depression and anxiety.
- Alcohol may stimulate the desire to gamble.
- Substitution of addictions is common, and is supported by availability of the behaviours/chemicals in the community, especially in the same venues.

It has been hypothesised that the best treatment for those with multiple addictions is integrated treatment of all, not separate or subsequent treatment. This supports PG practitioners having skills to address other addictions by integrating the treatment within a treatment plan that does not assume that PG, AOD and TC are separate addictions that happen to coexist. More importantly, the vast majority of clients with addictions don’t seek professional help, and PGs may be addressing only one of several conditions affecting their wellbeing.

By identifying and intervening with other conditions on the basis that they are somehow interwoven with PG, we may be offering the only help the client is likely to get for that coexisting issue, as well as improving their recovery around PG. Other research findings identify similar links between AOD and TC, suggesting that the significant connections between these addictions may be a combination of genetic, developmental (the Orbito-Frontal Cortex), learning through reinforcement, and environmental availability/demand-raising. The development by PG practitioners of core competencies in AOD and TC, and for commonly coexisting mental health conditions, may provide that hypothesised integrated best practice for the PG sector.

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

Problem Gambling National Maori Hui – 6th to 8th October 2009

The planning for the Maori Hui scheduled for the 6th – 8th October 2009 is progressing well under the competent organisation and guidance of Monica Stockdale and her team at Te Rangihaeata Oranga Trust, based in Napier.

Venue: Whare Matoro Marae, Eastern Institute of Technology, Taradale, Napier.

The Powhiri will be at 2pm on the 6th October and the

Poroporoaki will be at 1pm on the 8th October.

The programme is being finalised and the registrations (with a map) should be out to everyone by the end of next month.

Ariana Frost 06 834 3996 will be the coordinator for the Hui.

The Problem Gambling Foundation Introduces Problem Gambling Competencies

Cynthia Orme, Problem Gambling Foundation of New Zealand

PGF has now completed the introduction of competencies for its clinical and public health workers.

All staff at PGF now have professional development plans which have been established through the use of problem gambling competencies specifically developed and tailored to the needs of PGF. This marks the end of a long development process which began in 2003. It signals a new way of looking at professional development and PGF hopes that our experience will be of use to others in the sector.

But first, some history.....

In 2003, when problem gambling services were funded by the Problem Gambling Committee, PGF was funded to produce a workforce development project. "Problem Gambling Development: The first step in developing counsellor/practitioner competencies" was published and distributed and is still available online. While this was rolled out to the sector, there was no uptake of the competencies at that time.

In 2007 PGF picked this work up again and began to develop it further. Through the use of our integrated model, this meant that some competencies were developed for both public health and counsellors while other competencies were specific to either public health or counselling. PGF was aiming to develop a system that would underpin ongoing professional development. The aim was to have personal development plans in place for all staff members across the organisation on a consistent basis. The work was seen as having major benefits for recruitment and induction and to provide a consistent language for discussion around performance and development.

This work was done in consultation with the PSA. PGF held consultation workshops with the public health and counselling teams throughout the

country and then began extensive training for managers and others on how the competencies could be used.

By the beginning of 2009 PGF had drafted a set of competencies ready to implement. While there was trepidation in several quarters, PGF has moved increasingly confidently forward. All staff have now gone through the process and reception was very positive.

Following this implementation PGF have reviewed the competencies set and made adjustments to both the competencies and the process by which they are used. Feedback has been positive, not least because this process acknowledges the work that people do, gives people an opportunity to reflect on what has been done and what they are doing, acknowledges strengths and looks for opportunities for improvement.

Now that PGF has introduced competencies, we are keen to share our knowledge and experiences with the broader sector. We will be offering to present the competencies set and our experience on these to those working on competencies for the problem gambling sector, the Ministry and to any and all interested providers.

This is not the end of our journey, however, as we will be looking to work to continually improve what we have done.

For further information, please contact Cynthia Orme on Phone (09) 368-1520, Email: cynthia.orme@pgfnz.org.nz



Review of Addiction Sector Competencies

Paula Parsonage

A review of the addiction treatment sector competencies is a key project on the Matua Raki work schedule for 2009-2010. Commissioned by the Ministry of Health, the review is exploring the development of addiction treatment competencies inclusive of AoD, Problem Gambling and possibly Smoking Cessation.

The review holds potential to recognise and support a broader skill base for the addiction workforce, thereby improving responsiveness to service users, family and whānau.

DAPAANZ (Drug and Alcohol Practitioners Association Aotearoa New Zealand) is leading the project in collaboration with Abacus Counselling Training and Supervision Ltd. A reference group of representatives from the Tobacco Sector, Problem Gambling Sector and AoD Sector is providing overall guidance.

The review will take place in phases during 2009 and 2010 and there will be a range of options for stakeholders to participate during this timeframe.

Have your say

A Discussion Document is available at <http://www.matuaraki.org.nz/>. The reference group is seeking feedback on the key ideas presented in the document to assist in determining the next steps in this review.

Feedback and enquiries can be directed to Paula Parsonage, Project Manager (contracted by DAPAANZ), hsd@xtra.co.nz; 09 3781843.

A Good Day in Aranui

Ron Tustin, Pacific Island Evaluation Inc

Pacific Island Evaluation Inc. (PIEI) was part of a successful day at a community health fair in Aranui, Christchurch recently.

Our stall at the fair gave us a chance to discuss problem gambling with a significant number of Pacific people who live in this community, said Ron Tustin, public health coordinator for problem gambling for PIEI. "However one of the real values of the day was the number of connections we made with many of the other health groups who also work in this community and the opportunities to discuss the relationships between problem gambling and other health and social issues."



Pictured are Samuga Poliko Vili, Youth and Family development worker, Ron Tustin, and Wendy Crone, Cross Roads Coordinator at the Aranui Health Fair.

Papatoetoe Congregational Christian Church of Samoa (EFKS) Youth - Making a Positive Difference Towards the Spiritual Lives of Others

Papatoetoe Samoan youth group supports the gambling campaign by ceasing gambling forms for fundraising since February 2009 onwards. The youth believe that there are other ways to get and earn money for capital needs and the future development of youth in terms of a financial strategic plan to move along. The youth are looking at a long term commitment on this useful campaign, which they aim to strengthen the community to live in a spiritual, safe, healthy, educational and a pleasant Samoanised cultural environment.

In saying this, EFKS Papatoetoe youth raised an amount of \$63,000 within 3 months (Feb- April 2009) from car washes, cake stalls, chocolate selling, family movie nights, donations, sausage sizzles, lawn mowing and a beauty pageant day (tauvaga tausala Samoa).

It was an amazing feeling that with all the money the youth donated, there was clearly a positive shift from using non-gambling forms to raise this fundamental amount. The Church, friends, families of the youth and the community are very proud of this mission and they believe GOD is working and always with them in times of financial difficulties. As a result, the youth members travelled to Samoa to perform and support the Samoan International Congregational Christian Churches Conference in Malua, Apia Samoa.

At present the youth are still contributing to moving on and living with this dream for years to come.

Prepared by Rufo Pupualii

Adult youth committee member

For further information, please contact Rufo Pupualii on Phone 0800 664 262, Email: rufo.pupualii@problemgambling.org.nz



Gambling Harm Prevention in 2009: What's Happening Out There?

Glenda Northey, Problem Gambling Foundation of New Zealand

The latest research on problem gambling overseas encompasses a wide variety of harm minimisation and prevention methodologies. Most of it involves new technology such as the use of smart cards, facial recognition technology; other ideas include education through public awareness and workforce development, drug treatment, and the use of gambling courts.

They are considering the use of smart cards in Alberta. Players lodge an amount of money that they wish to spend on the card and once the money has been lost the card closes down, or after a certain amount of time has passed. The player takes agency in setting their own parameters.

In Ontario a trial is being undertaken in facial recognition technology. Problem gamblers volunteer to give photos and ask that they be denied entrance to casinos and venues as part of a self exclusion programme.

At the University of British Columbia they have developed a gambling task that involves the type of reasoning used by humans in racetrack betting and are testing it on rats. They are hoping to look at the part of the brain involved in gambling with the aim of developing a drug treatment for problem gamblers. Their findings so far, show that rats low in serotonin took bigger risks.

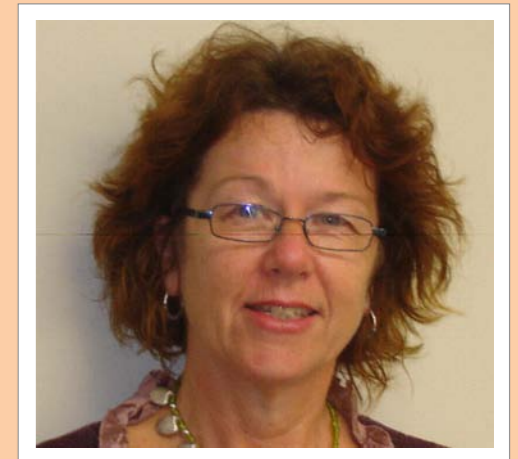
In Tasmania they are introducing three new harm prevention actions. They are: limiting transactions on ATMs in gaming venues to one a day, reducing maximum bets, and placing restrictions on food and alcohol being served to those playing the pokies.

An advocacy group in Connecticut, home to two of the world's largest casinos, is pushing for new gambling courts that would provide treatment rather than jail time for chronic gamblers charged with stealing to support their habits.

In Oregon, children and youths are being educated about problem gambling through a problem gambling art award. Over 277 students submitted anti-gambling posters through their schools. The winning posters are to be printed in the Oregon Department of Human Services calendar for 2010.

The State of Nevada has one of the highest rates of problem gambling in the US. They have a new strategy which introduces initiatives primarily targeting those who do not exhibit symptoms and has multiple strategies which focus on high risk groups: young adults, older adults and those who are economically disadvantaged.

A study of the natural attrition in Norway after the banning of EGMs from July 1 2007 showed that there was no indication of the development of an illegal EGM market, or of the substitution of EGMs with any other form of gambling including Internet EGMs. It was found that decreased availability had an effect on problem gambling. In autumn 2008 a new type of 'less harmful' EGM was introduced in Norway with different features and games, fewer numbers and restrictions on maximum loss per night and where the machine venues are sited.



The latest research on problem gambling overseas encompasses a wide variety of harm minimisation and prevention methodologies. Most of it involves new technology such as the use of smart cards, facial recognition technology; other ideas include education through public awareness and workforce development, drug treatment, and the use of gambling courts.

Glenda Northey (09) 369-0619
Library website www.pgfnz.org.nz/library
Email glenda.northey@pgfnz.org.nz

Gamble Free Day Dining Discount 2009

John Wong, Problem Gambling Foundation of New Zealand

The 1st of September, Gamble Free Day is approaching. It is the national day of action against gambling harm which was proposed in 2004. To take another step further, the Asian Services of Problem Gambling Foundation (PGF) launched the 'Gamble Free Day Dining Discount' campaign in Auckland in 2007.

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 and, to raise the awareness of gambling harms by promoting open discussion on gambling harms within the communities.

The campaign was so successful that it was expanded to the other major cities in 2008 and will continue to take place in Auckland, Hamilton, Wellington and Christchurch areas this year. We are very appreciative that more and more people are aware of Gamble Free Day because of the dining discount campaign and the huge amount of support given to this event. The number of participating restaurants has increased from 137 in 2008 to 186 in 2009. So has the number of volunteers increased - from 56 in 2008 to 72 this year.

The 2009 vouchers and the list of the participating restaurants has been distributed through the Asian media, schools, organisations, religious groups and is now available on the Problem Gambling Foundation of New Zealand website www.pgfnz.org.nz. A Gamble Free Day poster will be displayed on the front window of every participating restaurant. The voucher is trilingual including English, Chinese and Korean. It contains some key facts of problem gambling in NZ and a brief problem gambling assessment.

Hereby, we sincerely invite all Service Providers to be part of this years 'Gamble Free Day Dining Discount' campaign. What you could do, is to promote this campaign through your network, clients and community. You can distribute the voucher to people and encourage them to have a good meal and gathering with their family or friends on the 1st of September 09.



Korean Volunteer Training in Auckland



Chinese Volunteer Training in Auckland

For more information please contact Problem Gambling Foundation of New Zealand - Asian Services. Phone 0800 664 262, Website www.pgfnz.org.nz (click on Gamble Free Day)

Department of Internal Affairs – Te Tari Taiwhenua

Funding for Community Groups

The Department is actively engaged in the community to ensure compliance with the Gambling Act and increase the amount of money returned through the distribution of gaming machine profits (GMP). It has challenged and motivated societies to increase returns to the community by minimising their expenses and operating more efficiently.

Several initiatives have been implemented to facilitate a greater focus on return to the community. The community engagement activities and closer monitoring of society and venue expenses will result in more money for community groups. The Department has a strong focus on ensuring that societies maximise return to the community by minimising cost, as required by the Act. A number of cases are being investigated where societies have not adhered to the requirements of the Act and costs are not actual, reasonable and necessary. These matters are being progressed.

The Department is also keen to engage with communities to effect greater returns and to inform and educate those in the community and the sector about compliance and funding. An example is in the

Authorised purposes

Grants to racing and groups that miss out on funding continue to draw fire in the media and the Department is asked frequently to explain the law and the meaning of Authorised Purpose.

Grants for sport

Grants must only be made for amateur sport. Most kinds of grants for amateur sports are permissible. A grant can pay for playing uniforms (but not dress uniforms), grounds maintenance, equipment, coaching – in short, anything that is necessary in order to play the sport.

Grants should be made to the national organisation or an affiliated club, not to individuals.

Professional sports are not Authorised Purposes, except where a professional is involved in coaching, training or development for junior sport. Grants can at some times be made for short term coaching courses, not a full-time salary.

To ensure that the sporting group has bona fide credentials, teams or individuals that benefit from grants should be affiliated to a recognised national organisation. Grants made to non-affiliated "social" sports clubs (such as corporate leagues) are not deemed to be an Authorised

lower half of the North Island where Compliance Community Outcomes Manager, Neove Christoforou, and six gambling inspectors have been working with operators to adopt best practice in compliance, local government, community groups who look to gambling societies for funding, and groups which deal with gambling's social effects.

The team operated a stall at this year's Central District's Field Days in Feilding where they distributed information about funding for community groups.

"We're trying to engage and facilitate community involvement in decisions about the provision of gambling. Getting involved with communities at ground level makes a huge difference. People should be informed, know the criteria and who to apply to for gambling funds", Neove said.

The team explains in some detail the meaning of authorised purposes and advises groups on how to apply for funding. The information is also available on the Department's website: www.dia.govt.nz

Purpose as membership in these teams is not open to the general public.

The definition of "bona fide sport" that is approved by the Department is a sporting activity, organisation or club that is:

- affiliated or aligned to a national body and
- genuine and real (has standards and rules etc.) and
- played on a regular basis as part of a significant competition and
- open to public membership.

Trophies or modest non-cash prizes are the only kind of sports prize that is an Authorised Purpose. Cash prizes or large non-cash prizes are not an Authorised Purpose.

Grants for a public sports facility (e.g. a stadium) are acceptable as long as the facility is not used primarily for professional sport.

"Trade tournaments" or sporting events staged primarily for commercial publicity and/or the benefit of a select industry group, are not an Authorised Purpose.

Racing and semi-commercial sport grants

Under the Gambling Act 2003, an Authorised Purpose for which a grant can be made includes “promoting, controlling, and conducting race meetings under the Racing Act 2003, including the payment of stakes”.

The circumstances of the racing industry have been described in a High Court declaratory judgment as unique. Racing club purposes have been found to be both “cultural” and “for the benefit of the community”. Racing has a particular status in New Zealand society, which is recognised and reinforced in special legislation for the racing industry.

Authorised Purpose statements can allow for the

proceeds from gambling to be spent on stake money, the provision and maintenance of bar areas, equipment and club members’ facilities.

However, grants cannot be made to support the commercial wing of the racing industry, for example, the training and/or breeding of racehorses or payment of jockeys or drivers.

Grants for ten-pin bowling should be purely for the assistance of members of the recognised amateur league and should not directly benefit any commercial ten-pin bowling centre (e.g. by the payment of lane fees). Similar rules apply to any sports facility run for commercial profit, such as billiard parlours and golf “country clubs”.

Accessing funding

The Department’s website provides advice for community groups seeking funding.

Application forms are available from societies, typically via their websites, some community networks like Citizens’ Advice Bureaus and often at gaming machine venues (pubs and hotels). Section 82(1) (c) of the Gambling Act 2003 requires venues to have a notice in the gambling area explaining ‘the details of how and where to apply for a grant of net proceeds’.

Application forms must be sent directly to the society and not through a venue. Also, the society must deal with the applicant directly and not communicate with the applicant through the venue.

Groups may apply to more than one society for the same project but must inform all funders of any other applications made or to be made (this includes non-gaming machine funders). It is advisable to break the project down into segments if funding is being sought from more than one society. Societies are wary of the potential for “double dipping” i.e. the same purpose being funded from more than one source. Although a society may operate gaming machines at several venues, use only one application per society.

It is essential to apply for funding that is distinct and quantifiable e.g. 10 tables for the kindergarten, five computers for the school, wages for a part-time supervisor working 20 hours per week at \$16.00 per hour.

Present the case well by providing information about the applicant organisation and the use of the money requested.

Consider discussing larger projects with the societies before applying as they may be able to give guidance for your application. Some societies may be able to share in the funding of a large project.

Check the conditions for societies outside of your local government district as some may extend funding across regions for specific purposes.

Most societies do not have closing dates and are open for applications all year around.

Complete the form as per the instructions stated on it. Incomplete forms will not be processed without all of the requested information. Completed applications need to be sent back to the Society, not the venues.

Additional funding application tips

Most applications involve common sense - think from the society’s perspective.

Numerous groups apply and societies are constantly under pressure for funding. If the application is not 100 per cent complete, it is likely to be declined. Societies dislike chasing up information not provided with the application, such as quotes, resolution to apply, certificate of incorporation, bank account details, etc.

Ensure the application is specific on how and where the funding will be spent.

Ensure the application specifies who will benefit from the funding, how they will benefit and why they will benefit.

Will the society understand or know who your organisation is?

If only one quote is provided, explain why (e.g. specialist

equipment, sole provider of goods or services).

Make the application as professional as possible (e.g. letterheads, full name of people attending meetings where resolution to apply was passed).

Once the applicant is aware of the outcome follow up with the society to thank them or to enquire why the application was declined. (Great idea to send photos-Trustees like to have evidence that the funding has been well spent).

Remember, the vast majority of society trustees are community minded people themselves, just as are fundraising advisers and volunteers in community organisations.

Overseas gambling ads

The Department has written to several New Zealand and Australian sporting organisations, including SPARC, the NZ Rugby Union and the National Rugby League, raising their awareness of the Gambling Act’s prohibition on advertising overseas gambling.

The letters highlight the implications for sports organisations of sponsorship arrangements that promote overseas gambling operators and ask sports organisations to ensure that international teams competing in New Zealand do not breach our gambling laws. The Department wants to ensure that officials recognise and appreciate the implications of gambling law when considering gaming-based sponsorship and similar commercial arrangements.

Convicted over illegal gambling

A 65-year-old man who installed “pick ‘n win” gaming machines in several Northland pubs and clubs was this month convicted in the Whangarei District Court under the illegal gambling provisions of the Gambling Act 2003.

Jeffrey Deardon Matson, 65, of Whangarei, pleaded not guilty to 18, section 19 charges relating to providing the equipment for, profiting from and promoting illegal gambling. The court convicted him on all charges and sentenced him to 100 hours community work.

The Department told the court that Matson, who had previously worked in the gaming industry, promoted and installed Touch Screen Pull Tab Dispenser gaming machines in taverns and clubs in Helensville, Wellsford,

Societies will require evidence of what has been spent, where it has been spent and that it has been spent on what was applied for to satisfy their own audit requirements. The Department audits societies to verify that correct procedures are being followed. The Department may also audit the grant recipients themselves, and will require any incorrectly spent funds to be paid back.

Recipients must keep documents such as invoices and receipts for audit purposes.

Letters are also going to television and radio broadcasters, advertising agencies and pub poker leagues as a way of educating people about the issue and hopefully avoid inadvertent breaches of the Act.

In 2008 two New Zealand poker leagues removed overseas gambling related material from their electronic publications after the Department told them they contravened the Gambling Act. And the Newcastle Jets soccer team removed its sponsor’s logo, advertising an Australian betting agency, from players’ jerseys when they played the Wellington Phoenix in January this year.

Marsden Point and Whangarei. Players inserted \$1 or \$2 coins in the machines, would either lose or receive a voucher for anything between \$1 and \$500. Matson paid the venues for redeemed winnings plus a commission of 25 per cent of a machine’s net proceeds and kept what was left.

Matson believed the machines were legal and that he had approval to operate them. But they were not approved by the Department and the net proceeds did not go to any authorised purpose as required by all four classes of gambling.

Resources...

HSC Problem Gambling Resource Survey

Health Sponsorship Council

As many of you know, the Ministry of Health has funded the Health Sponsorship Council (HSC) to produce a range of problem gambling resources that can be used by providers to support their work. The purpose of these resources is three-fold:

1. support the key messages of the 'Kiwi Lives' Campaign at a national, regional and local level
2. provide information for the general public and community organisations to raise awareness about gambling harms, and to encourage help-seeking and positive responses, and
3. support the public health initiatives of problem gambling providers.

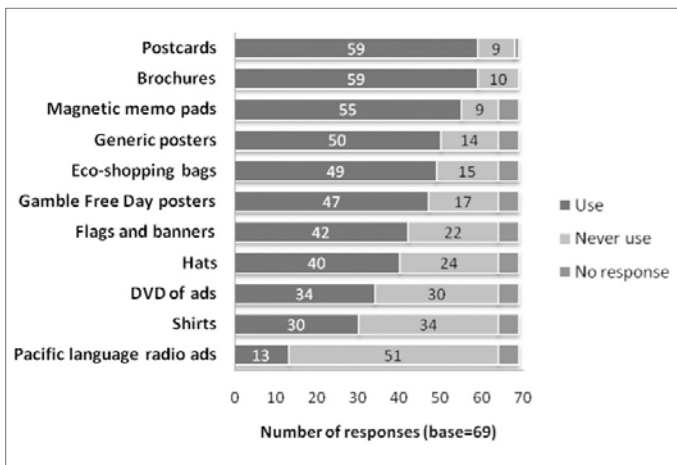
The resources HSC has developed and distributed to date have included: brochures, postcards, hats, bags, t-shirts/polo shirts, magnet pads, eco-shopping bags, flags/banners, problem gambling posters, Gamble Free Day posters, stickers, copies of Pacific radio ads and DVDs of Kiwi Lives ads.

We recently conducted an online survey about the use of these resources, to help us understand how providers use the resources, and to inform future resource development. We'd like to say a huge thank you to the 69 people from 20 organisations who took the time to fill in the survey. Your input is incredibly valuable.

Key findings

The chart below shows the number of respondents who said they had used each resource, with those most widely used at the top:

Use of HSC problem gambling resources by providers



Most common reasons given for not using specific resources were either that providers were not aware of

or did not have access to them, or that the resource was not relevant to their work. While in general the resources are well utilised, in some cases we believe we need to do more to make sure that providers are made aware of the resources and the purpose and appropriate use of them. For example, the branded hats were distributed to be worn by staff, to help identify them as part of the problem gambling workforce. Despite communicating this when they were distributed, we had many providers saying that couldn't give the hats out during public health work as the general public wouldn't want a hat with 'problem gambling' written on it. It is clear that we will need to do more to ensure you understand what the resources have been developed for.

We were also interested in knowing how widely the resources were distributed – did the providers to whom we sent resources then give them out to other organisations? It's great to see that so many of you are already distributing appropriate resources to other organisations who can help promote your work.

Appropriate resources distributed to other organisations

Resource	Number (out of 65)	Percent
Brochures	40	62%
Postcards	27	42%
Generic problem gambling posters	24	37%
Gamble Free Day posters	22	34%

The organisations to whom people most commonly distributed HSC resources were (in order): health services, mental health services, budgeting services, alcohol and drug services, Citizens Advice Bureaux, primary healthcare organisations (PHOs), food banks, Work and Income, community law services, and refugee and migrant support services. It is really important that we actively provide resources to these social services to help endorse the messages, promote help-seeking and enhance referrals to your services.

The most requested resources for HSC to reproduce were: magnetic memo pads, eco-shopping bags, posters, T-shirts and pens.

Going forward

The HSC is virtually out of stock of most resources produced to date. The main item we still have available is the problem gambling T-shirts (see www.hsc.org.nz). Unlike other HSC programmes that charge for

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merchandise, we are happy to provide these to staff to wear free of charge. To order these, simply email a request with numbers, sizes, style preferences and your address details to merchandise@hsc.org.nz. We are aware that many of you still have the brochures and other materials in your own stock. We would encourage you to share these with others over the next couple of months, until new stock is available.

- You'll be pleased to know that we have a lot of resources and materials planned for this year! While we are still finalising details of some items, we are currently working on many of the following items:
- Gamble Free Day resources – event specific posters and serviettes.
- A re-designed pamphlet - that you can use in your public health work and provide to other social services to promote your work. We are also producing Māori and Pacific versions. There is still significant stock available of the pamphlets that HSC funded for Asian services.
- A leaflet - that is discreet and positive enough in style to be used for public health events.
- Generic posters that relate to the current TV ads.
- Eco-friendly shopping bags. We are developing more eco-friendly shopping bags for all of you. In addition, we are developing Pacific-specific bags.
- We are currently working with the Māori Resource Development group to design a product that resonates with Māori audiences. At this stage, we are looking at developing pocket/magnetic notepad or packs of cards.
- Packs of printed paper serviettes. Serviettes are used in many community events, in local Marae, Pacific churches, fundraising activities such as sausage sizzles, households etc so they are a great way to promote messages. We are looking to develop a range of serviettes that resonate with different audiences.
- Chinese and Korean language magnetised calendars.
- Generic pens

We look forward to distributing these to you all throughout the coming year.

New Website for Problem Gambling Foundation

The Problem Gambling Foundation (PGF) is launching a 'new look' website to replace the existing site that is ready for a refresh.

There will be some great new material featured on the website, alongside information from the existing site that will remain, but with a 'new look and feel'.

PGF hopes to launch the new site on Friday 14 August (all going to plan!) and is sure that visitors to the site will find it 'user friendly'.

The site has been designed by Admission, an interactive marketing agency with offices in Australia and New Zealand. They have worked above and beyond the call of duty to put together a great website that will effectively reach the Problem Gambling Foundation's diverse audience.

Visit the new site from 14 August at www.pgfnz.org.nz

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New Kiwi Lives Ads: Successfully Getting Messages Across

The second stage of Kiwi Lives' television advertising was launched in November 2008 by the Health Sponsorship Council (HSC). The ads were aired again in May 2009, and will be shown in August 2009 to support Gamble Free Day. The second stage of Kiwi Lives uses three real stories and the catch phrase - Together we can make it right. Two of the stories highlight the devastating impact of problem gambling on an individual (Lynette's story) and a family (Denise and Thomas' story) and tell about the positive steps they have taken to overcome the harm. The third story gives an example of what one community has achieved to respond to gambling harm (Manukau and its 'sinking lid' policy on pokie machines). Recent research shows that nearly 8 out of 10 New Zealanders have seen at least one of the three Kiwi Lives' ads on television, and that the key messages are getting through.

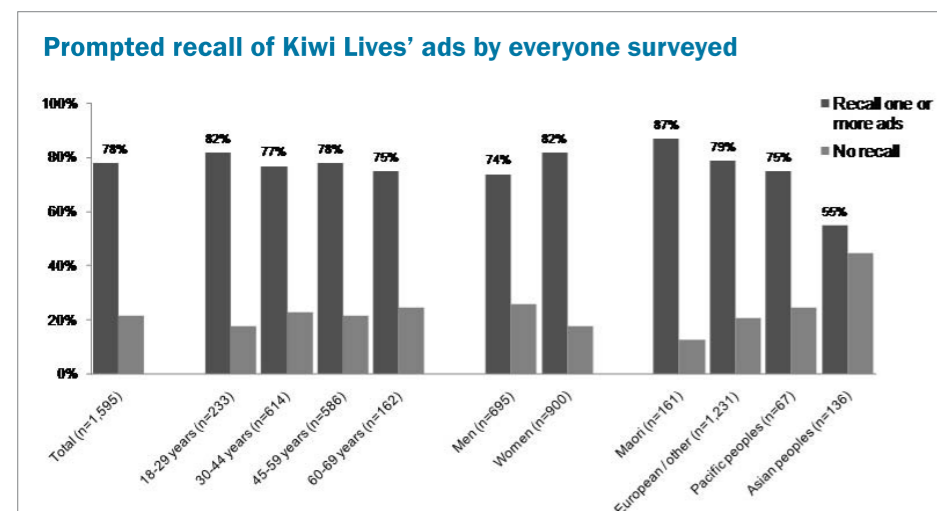
Survey

HSC commissioned the research company Synovate to carry out a telephone survey of around 1,600 (1,595) people aged 18-69 years from throughout New Zealand. People were asked whether they had seen the ads and, if they had, what they thought the ads were saying and how they responded. They were also asked how serious an issue they thought problem gambling was.

Key findings

High recall of Kiwi Lives

Almost eight out of ten (78%) of those surveyed recalled at least one of the ads after they were described to them (ie, prompted recall). Recall was highest for Denise and Thomas' ad (the family story) - at 51%. Just over one-half (49%) of all those surveyed recalled Lynette's ad (the individual story) and 39% recalled the Mighty Otara Action Group ad (the community story). 15% had seen all three ads - and this figure was higher among Māori (22%) and Pacific peoples (29%). These results show a high level of recall, compared with similar information and awareness advertising.



Problem Gambling getting more media coverage

Before Kiwi Lives was launched, around 4 out of 10 people said they had seen some advertising about gambling harm (this figure comes from the 2006/07 Gaming and Betting Activities Survey). When asked a similar question in this survey, 8 out of 10 people said "Yes". This increase is a result not only of Kiwi Lives but also of the hard work of the whole sector in drawing problem gambling to the media and people's attention.

Key messages are getting through

The survey findings showed that the ads communicate the key Kiwi Lives' messages that "problem gambling can result in people losing everything" and that "help is available for gambling problems" (36% of the people who had seen the ads spontaneously mentioned each of these messages). Each of the ads communicated a particular message more strongly: 36% of those who had seen Lynette's ad recalled that problem gambling can make people lose everything; 32% of those who had seen Denise and Thomas' ad recalled the effects that problem gambling can have on the family; and 26% of those who saw the Mighty Otara Action Group ad said that problem gambling was a community responsibility.

Knowledge, understanding and concern about problem gambling are increasing

While problem gambling was not the "top of mind" social issue facing the community for most people, it was rated, on average, 6.4 out of 10 for seriousness (where 10 = extremely serious). Māori and Pacific peoples, and those who knew someone affected by gambling problems (15% of all those surveyed), were more likely to rate the problem as serious. Those who knew someone affected were also more likely to recall the ads.

The ads succeeded in meeting key aims of Kiwi Lives by increasing knowledge: four out of ten (38%) people who had seen them agreed that the ads had told them something they did not know before. Younger adults (54% of those aged 18-29 years), a hard-to-reach audience, were more likely to say they had learned something new

Part of the purpose of these ads is to make people think and talk about gambling problems, to raise concern and understanding, and to leave people feeling that

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they were more able to do something about problem gambling. As the table shows, the ads were successful in doing this for those people who saw the ads, and were particularly effective in communicating messages to the 15% of people who knew someone affected by gambling problems.

Statement – agreement among those who saw the ads and	Know someone affected by problem gambling	Do not know anyone affected
Are now more concerned about the impact of problem gambling in the community	69%	52%
Now have greater understanding about the impact of problem gambling in the community	81%	65%
Now feel more able to do something about problem gambling	68%	47%

More people are talking about problem gambling and how to avoid it

Three out of ten (30%) people said they had talked already with family and friends about problem gambling and how to avoid it. In comparison, in the 2006/07 Gaming and Betting Activities Survey, only around two out of ten people said that their family or household had talked about the dangers or harms that could be caused by gambling. We may be seeing an increase, therefore, in people's awareness and willingness to talk about gambling problems.

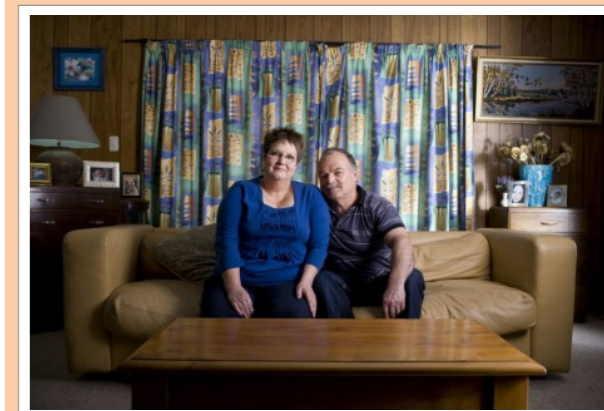
The ads do not have a strong call to action for the wider community and so it is not surprising that relatively few people (16%) said that they took some action in response to the ads. However, future intentions were stronger, with 21% of people saying they would now consider actions such as supporting a submission on gambling and 15% saying they would look for information on problem gambling.

Conclusions

The survey has shown that, as intended, the ads work well as a suite and communicate messages about individuals', families' and communities' responses to gambling harm. The findings support the use of testimonials to communicate Kiwi Lives' messages and currently more stories to illustrate the effects of, and responses to, problem gambling are being identified and will be told using other media channels (eg, the web site and print media).

Kiwi Lives will continue to build knowledge, understanding and concern about problem gambling among the wider community. In addition, extending the testimonial approach will allow Kiwi Lives to deliver messages tailored to the needs of a number of specific audiences who are affected by, or working to prevent and minimise, gambling harm.

The full research report will be available at: ourproblem.org.nz/content/hsc-research



HSC Problem Gambling Public Health Working Group

To be most effective, the Health Sponsorship Council (HSC) needs to ensure that our activities are, as much as possible, integrated with and add value to work undertaken in the health sector at the national, regional and local levels. HSC has formed a 'Public Health Working Group' (PHWG) to help facilitate this process. While we have tried to keep the group reasonably small, you will see that the PHWG is made up of representatives from across the problem gambling sector:

- HSC – Hannah Crump
- National Coordination Service – Michelle O'Loughlin
- Public Health Workforce Training Provider - TBC Helpline – Sue Hohaia
- PGF –Andree Froude, Jude West
- The Salvation Army Oasis Centres – Lisa Campbell-Dumlu
- Maori representatives – Denis Mcleod, Eru Loach
- Pacific representatives – Mua'autofia T Clarke, Pesio Si'itia
- Asian Services – John Wong

The purpose of the group is help develop and coordinate delivery of positive public health approaches, including:

- Enhancing and supporting best practice in public health

- Developing and coordinating media activities (both proactive and reactive)
- Planning and coordinating events such as 'Gamble Free Day'
- Facilitating meaningful engagement with relevant networks
- Coordinating and enhancing relationships with broader health and community services
- Encouraging and enabling the problem gambling sector to own, utilise and promote the 'problem gambling' brand.

The PHWG will meet approximately three times a year. Our inaugural meeting was held on 20th July. The main item for discussion was Gamble Free Day, and you will already be aware that HSC has helped to resource providers as a result!

If you have anything in particular that you would like to contribute to this group, please contact any of the representatives above. Each of the PHWG representatives will also be doing our best to ensure that you are appropriately engaged and informed.



Assessment of the Social Impacts of Gambling in New Zealand

The Centre for Social and Health Outcomes Research and Evaluation (SHORE) at Massey University carried out a large national survey measuring the impacts of gambling from a representative sample of New Zealanders aged 15 to 80 years. This research was funded by the Ministry of Health. Data collection took place from May 2007 to November 2007. The total sample size of the survey was 7010 and the survey consisted of 1) a general population sample of 4650 respondents, and 2) oversamples to allow for separate analysis based on 1000 respondents each for the Maori, Pacific and Chinese and Korean samples.

Key Findings

Participation in gambling

- The participation in gambling (excluding raffles), in the past 12 months, in the general population was 62%. More than 50% of the population had engaged with Lottery products while participation in other modes of gambling were much lower, with fewer than 10% betting at a racetrack or at the TAB. Electronic gaming machines (EGMs) were used by 4% in clubs and 8% in bars/pubs and 8% in the casino. Newer gambling opportunities (such as text messaging and the internet) were used by less than one percent of the sample.
- People who had higher levels of participation in gambling activities (based on time spent and losses relative to income) were more likely to be males; aged between 18-35 years; single; either sick or unemployed; had secondary qualification as their highest educational qualification; and the majority of them were Maori or Pacific.
- Europeans were more likely than other ethnic groups to bet at a race track. Maori were more likely than other ethnic groups to buy Lottery products; bet at the TAB; play EGMs in clubs, bars and casinos; and play poker/card games at their own or someone else's house. Compared to other ethnic groups, Pacific people were more likely to buy Daily Keno and play housie (in community centres, clubs or bars) while Chinese and Koreans were more likely than others to gamble at the casino table games.

Impacts of gambling on domains of life

- People with higher losses to income ratio had worse physical health, worse mental well-being, poorer relationships with family/friends, poorer feelings about self, poorer overall quality of life, lower overall satisfaction with life, poorer material standard of living, poorer work and study/training performances, and were less likely to be employed.

- In terms of the modes of gambling, different ethnic groups experienced different impacts to some degree but the time spent playing EGMs in a bar showed up poorly with all ethnic groups and in relation to many domains of life, including self-reported physical health, mental well being, relationships with family/friends, feelings about self, overall quality of life, overall satisfaction with life, financial situation, housing situation, and care giving for children.
- For the Maori and Pacific samples there were significant associations between gambling participation and poorer quality of life in a number of life domains. Especially, there were significant negative associations in a number of domains of life with time spent on EGMs.
- In contrast to the findings for the Maori and Pacific peoples which showed predominantly negative associations between gambling modes and people's self ratings of their domains of life, the findings for Europeans and Chinese/Korean peoples were more mixed, and for Europeans, the associations were predominantly positive.

Impacts of other people's gambling on domains of life

- Approximately 12.4% of people had at least one person in their lives whom they considered to have been 'fairly heavy gamblers' in the last 12 months.
- Close family members (i.e., partners, children, parents, siblings) of heavy gamblers were most negatively impacted by their family members' gambling. The life domains been affected included physical health, mental well being, housing situation, material standard of living, relationships, care-giving for children, feelings about self, overall quality of life and overall satisfaction with life. Gambling addiction of wider family members, friends and work-related associates did not have significant negative impacts on people.

The full report of this study is available on the SHORE website (www.shore.ac.nz). For more information please contact Professor Sally Casswell (email: s.casswell@massey.ac.nz).

A Ministry of Health Update

The quarter has been a culmination of intense activity as we work our way through the final stages of the consultation on the Ministry's six year Integrated Problem Gambling Strategy 2010-2016 and its supporting documents. As expected, there has been significant interest in the process and the documents from a range of stakeholders and Government agencies resulting in increased interactions for the National Problem Gambling Team.

In addition, and overlaying our "business as usual", there have been a number of other significant programmes including the three yearly routine provider audits, the six monthly contractual reporting by providers, service planning for the next three years covering 2010-2013, and responding to requests under the Official Information Act in an efficient and timely manner. I am conscious that these activities impact the National Problem Gambling Team and all providers. Some of the key features of the period include:

Update on the Consultation Process

Early in July 2009 the Ministry released for public consultation the Preventing and Minimising Gambling Harm 2010-2016: Consultation Document, which contains the draft six-year strategic plan, needs assessment, the draft three-year service plan and the proposed problem gambling levy calculation.

The Ministry has held five general consultation meetings around New Zealand; Māori, Pacific, and Asian viewpoints meetings in Auckland; and a number of other targeted group consultation meetings. There were some key themes that came out of these meetings and these will be considered as part of the submission analysis process.

The submission period closed on 21 August 2009 and all the submissions received are now being collated and analysed. The Ministry has contracted an external provider, Quigley and Watts, to analyse the submissions and prepare a report to the Ministry. The National Problem Gambling Team will also read all of the submissions. The submissions analysis report will guide the re-drafting of the document. The National Problem Gambling Team will then develop a brief for stakeholders and the Gambling Commission on changes made to the Consultation Document as a result of consultation. The brief of the submission analysis will be published on the Ministry's problem gambling webpage.



The Gambling Commission is expected to begin its independent consultation process in early November 2009. It is anticipated that Ministers will make a decision on the service plan and levy rates by the end of the year.

Public Health – Procurement of Public Health Training

The Ministry is excited to be in its final negotiations with Hapai Te Hauora Tapui who are leading a joint agency response to the Public Health Workforce Development Service tender. Hapai, along with Niu Developments and The Problem Gambling Foundation of New Zealand, provided a joint proposal for this service area. The proposal brings practical and leadership experience specific to problem gambling and broader public health service delivery along side cultural experience in serving Maori, Pacific, and Asian communities.

Regular training and development events will be provided to complement the existing provider forums and clinical training days. The proposal encompasses training events for the problem gambling public health workforce, along side the establishment of an e-learning hub. More details will be available once contractual negotiations are completed.

Procurement of Dedicated Māori and Dedicated Pacific services

Providers will be aware that the Ministry called for tenders for the delivery of dedicated Māori problem gambling intervention and public health services in the Tairāwhiti District, and for dedicated Pacific problem gambling intervention and public health services in the Auckland district. This demonstrates a continued commitment by the Ministry to ensure 'dedicated' Māori and 'dedicated' Pacific service provision.

The tender panel met on 6 August 2009 to consider the proposals received and is now working through its decisions and recommendations. More details will be forthcoming once discussions progress to a more formal basis with the selected proposers. It is expected that service delivery will be in place no later than 1 October 2009. In both instances the initial contract will be for a period of 9 months to 30 June 2010 and during that time services will be evaluated as part of the Ministry's standard contract renewal and renegotiation process heading into planning for the 2010 – 2013 service period.

Problem Gambling Web-page

The Ministry's Problem Gambling web pages are continually enhanced with information to support the work programmes of the Ministry's national problem gambling team and to ensure that information is available to the sector in a timely manner.

Some of the most recent additions to the website include:

- *Preventing and Minimising Gambling Harm 2010-2016: Consultation Document*
- *Frequently Asked Questions through the Consultation Programme*
You need to revisit the website from time to time as the FAQs are continually updated. The link to the most recent update follows: [http://www.moh.govt.nz/moh.nsf/pagesmh/9057/\\$File/FAQ-v2.doc](http://www.moh.govt.nz/moh.nsf/pagesmh/9057/$File/FAQ-v2.doc)
- *Clients assisted, broken down by TLA region, for 2006 – 2008 calendar years*
This was in response to a particular request from a local TLA, and the Ministry felt that the information would be very useful to other stakeholders.
- *Evaluation of Problem Gambling Intervention Services*
The Phase 1 and Phase 2 reports are now available on the site.

Please visit the site by either clicking on the link below, or by cutting and pasting the link into your browser: <http://www.moh.govt.nz/problemgambling>. If you have any question / queries or suggestions, please email to problemgambling@moh.govt.nz.

Provider Audits

The Ministry meets with KPMG every fortnight to stay close to developments around site visits and receive feedback on issues that have been identified. It is important to emphasise that we maintain a 'quality improvement' focus throughout this process. The audit programme is going very well and we have had positive feedback on the way the programme is being implemented and the composition of the audit teams. We thank all providers for their co-operation through the process.

Scholarship Programme

The Hoe Whā scholarship programme to promote problem gambling research is being promoted and co-ordinated by Te Rau Matatini. Twelve bursars are part of the Hoe Whā programme for 2009. Most undergraduate bursars are studying towards a Bachelor of Alcohol and Drug Studies and all are connected to the problem gambling workforce. There are two PhD bursars and their PhD topics are focused on problem gambling. Four bursars are studying

for a Master of Arts in psychology or social policy. The scholarships will be available again next year.

Te Rau Matatini will be promoting the Hoe Whā scholarships over the coming months and will be seeking applications for the 2010 academic year by the end of November 2009. More detailed information on the scholarships is available on Te Rau Matatini's website: www.matatini.co.nz.

Research & Evaluation

There are a number of research related projects at various stages of completion. In some instances their progress has been delayed due to conflicting commitments around the consultation programme. The team is endeavouring to complete the processes as soon as possible. In particular:

- *Provider Initiated Research* – the panel has met and recommendations and decisions are being formulated.
- *Impacts of Gambling and Problem Gambling on Māori, Asian and Pacific communities* – the closing date for tender submissions was 23 July 2009 and an Evaluation Panel is now in the process of being convened.
- *Three industry-related research tenders* – these three independent projects will look at how gambling venue characteristics and game characteristics influence gambling and problem gambling behaviour; with the third project investigating the effect of gambling advertising, marketing, and sponsorship on gambling perceptions and behaviour. The tenders call for submissions to be made on or before 9 September 2009.

Kind Regards

Barbara Phillips
Group Manager – Minimising Harm Group
Ministry of Health

MI & ADDICTION WORKSHOPS

Christchurch
Wellington
Dunedin
Hamilton
Blenhiem



Professional Development Opportunities in the spirit of giving back

Times are tight and getting tighter. Training budgets are shrinking as the recession continues to take hold. In response to the financial belt tightening, the Pacific Centre for Motivation & Change will offer a series workshops around the country in Motivational Interviewing and one on Understanding Addiction to professionals for koha.

Introduction to Motivational Interviewing

This one day interactive workshop is for people new to MI or looking for a refresher. The workshop is a thorough introduction to MI. The focus is on understanding the Spirit, Principles and micro-skills of MI. Attendees will learn through live and video demonstration and interpersonal practice.

Advanced Motivational Interviewing

The one day advanced workshop is ideal for people already practicing MI. The workshop will focus fine tuning MI skills, rolling with resistance, working with change talk. Skill development will deepen through interactive practice with peers, receiving feedback and demonstration.

A Way of Understanding Addiction & Maintaining Change

This one day workshop focuses on understanding addiction as an intimate relationship. The workshop weaves the scientific and artistic threads of knowledge and wisdom into a practical way of understanding and working with addiction. The workshop will explore the elements of initiating and maintaining change, as well as the

Koha greatly appreciated

structure and ethical considerations of the professional relationship.

The Details

- The workshops will be facilitated by Joel Porter.
- Tea and coffee will be provided. Attendees will need to provide their own morning tea, lunch and afternoon tea.
- Workshops are limited to venue size.
- Support for the workshops has been generously donated by the Alcohol Drug Association New Zealand, Moana House, the University of Waikato - Depart.of Psychology, Odyssey House and Capital & Coast District Health Board - CADS
- We hope to add more workshops in 2010. Please contact us if you are interested in setting up a workshop in your area.

What's Happening in Your Neighbourhood

Whanganui Gamble Free Day Health Expo and Whanau Day

When: Tuesday 1st September 2009, 11am-2pm

What: Free sausage sizzle, entertainment and competitions. Come down and check it out.

Where: Majestic Square, Whanganui

Contact: For more information or to set up a stall contact Sharna-Lee Packer (Maori Problem Gambling Health Promoter) on 027 451 5561, Nga Tai O Te Awa Trust

Papakura Gamble Free Day Family Festival

When: Tuesday 1st September 2009, 10am-2pm

What: Free Food, Free Entertainment, Free Prizes and Giveaways

Where: Town Centre Stage – Farmers Corner, Papakura

Contact: For information refer to the following organisations: Problem Gambling Foundation of NZ, TSA Oasis, Raukura Hauora O Tainui, Pro Care Network Manukau. For info phone 09 368 1520

Wellington Gamble Free Day

When: Tuesday 1st September 2009, 11am -2pm

What: Free giveaways, education and information, entertainment and guest speakers. Come along and support Wellington to become a safer, gamble free community

Where: Cnr of Manners Mall and Cuba Street, Wellington

Contact: The Salvation Army-Oasis and Problem Gambling Foundation of NZ

Also Displays at: Westfield - Queensgate Mall and Upper Hutt Mall, The Salvation Army - Oasis

Problem Gambling Foundation of NZ - Asian Services Gamble Free Day

When: Tuesday 1st September 2009

What: Discount Dining Campaign: Bring your family and share a meal at various Restaurants throughout New Zealand

Where: Throughout New Zealand

Contact: See www.pgfnz.org.nz or phone PGF 0800 862 342 for information and dining discount vouchers

Christchurch Gamble Free Day – Pacific Island Evaluation Inc

When: Tuesday 1st September 2009

What: Radio broadcasts offering giveaways

Where: On the Community Radio Christchurch - Samoan programme

Contact: For info phone 03 384 4145

Dunedin Gamble Free Day Whanau Festival

When: Tuesday 1st September 2009, 1-3pm

What: Join us for a free Hangi and giveaways

Where: Arai Te Uru Marae, 24 Shetland Street, Dunedin. Te Roopu Tautoko Ki Te Tonga, The Salvation Army - Oasis Centre and Problem Gambling Foundation of NZ

Contact: For info phone 03 4779852

Pacific National Gamble Free Day

When: Tuesday 1st September 2009, 10.30am to 3.30pm

What: Celebrate 65+ open Health Day. Food and entertainment

Where: Manhattan Catering, 941A Dominion Road, Sandringham, Auckland

Contact: Niu Development Inc together with Pacific Horizon Healthcare
Email lute@pacificgambling.org.nz or telephone Lute Finau 09 276 3747

What's Happening...

2009 Calendar of Events (Amended August 2009)

July/August/September 2009	KPMG: Service Provider Audits – National
July 2009	<i>Ministry of Health</i> public consultation programme on the Ministry's Strategy for Preventing & Minimising Gambling Harm (2010-2016). Eight meetings were held throughout New Zealand from 21st of July to 30th of July 2009.
22 – 23 July 2009	<i>National Coordination Service</i> : National Asian Forum (22nd July) - Auckland <i>Abacus</i> : Asian Problem Gambling Clinical Training (23rd July) – Auckland
29 – 30 July 2009	<i>National Coordination Service</i> : Annual National General Provider Forum (29th July) - cancelled <i>Abacus</i> : General Problem Gambling Clinical Training (30th July) – cancelled
5th & 12th August 2009	<i>Abacus</i> : Maori Problem Gambling Clinical Training (5th August) - Hamilton - cancelled <i>Abacus</i> : Maori Problem Gambling Clinical Training (12th August) - Wellington
21st of August 2009	<i>Ministry of Health</i> : Written submissions due 21st August by 5pm on the Ministry's Strategy for Preventing & Minimising Gambling Harm (2010-2016).
24th August 2009	<i>National Coordination Service</i> : Pacific Provider Planning Day – for National Pacific Fono in October
1st September 2009	<i>All Service Providers</i> : Gamble Free Day
10-12 September 2009	<i>Cutting Edge Conference</i> – Held at Te Papa Museum, Wellington
6 – 8 October 2009	<i>National Coordination Service</i> : National Maori Hui - Napier
21 – 22 October 2009	<i>National Coordination Service</i> : National Pacific Fono (21st October) - Auckland <i>Abacus</i> : Pacific Problem Gambling Clinical Training (22nd October) – Auckland
November 2009	NAGS - National Association for Gambling Studies (Australia) Conference <i>Abacus</i> : Maori Problem Gambling Clinical Training – Hamilton/Rotorua Date and venue to be confirmed

Notes:

- NZ International Conference (AUT/PGFNZ) to be held in Feb 2010 in Auckland
- Abacus will provide further ad hoc support to problem gambling providers around the country as requested
- The dates provided in this calendar are indicative and may be subject to change

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

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On behalf of the National Coordination Service

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Tel: 09 639 1131

