



Problem Gambling National Provider Forum - April 2009

Summary of Proceedings

INTRODUCTION

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

The three day forum had a structured programme encompassing Interventions, Public Health, Workforce Development and Research.

The forum was held at
The Salvation Army East City Corp,
37-45 Wellington Street,
Howick, East Auckland.

On Wednesday 1st April to Friday 3rd April 2009

The focus of forum was to:

- facilitate workforce development opportunities
- increase collaboration between providers
- 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

Refer attached Programme Schedule

ATTENDANCE

The forum was attended by all Ministry funded service providers (General, Maori, Pacific and Asian) and other stakeholders totalling approximately 168 participants

- Gambling Helpline
- Problem Gambling Foundation of NZ
- The Salvation Army - Oasis Centres
- Woodlands Trust
- Odyssey House
- Wairarapa Addictions Service
- Hauora Waikato Group
- He Oranga Pounamu
- Nga Tai O Te Awa Trust
- Matua Raki
- Nga Kete Matauranga Pounamu
- Nga Manga Puriri Trust
- Te Kahui Hauora Trust
- Te Kahui Hauora O Ngati Koata Trust
- Ngati Porou Hauora
- Tuwharetoa Ki Kawerau Hauora
- Mana Social Services
- Te Runanga O Toa Rangatira
- Hapai Te Hauora Tapui
- Te Rau Matatini
- He Waka Tapu
- Toiora - Healthy Lifestyles
- Te Rangihaeata Oranga Trust
- Raukura Hauora O Tainui
- Best Care Whakapai Hauora
- Te Hunga Manaaki O Te Puke
- Niu Development Inc
- Tupu - Pacific Alcohol and Drugs
- Pacific People's Addiction Services
- Takanga A Fohe, Pacific Men
- Taeamanino Trust
- Pacific Island Evaluation Inc
- National Coordination Service
- Ministry of Health
- Centre for Gambling Studies
- Abacus
- Health Sponsorship Council
- AUT Gambling and Addictions
- Massey University - Shore
- University of Auckland
- Department of Internal Affairs
- Gambling Commission

- DAPAANZ
- FOG Consumer Group
- The Salvation Army Maori Ministries
- The Salvation Army - National Addictions
- Paton Simpson & Assoc

In addition: Three distinguished guests attended:

Bob Hawke
Tanu Tosu
Kevin Biggar

Orakei Marae
Speaker Link

Kaumatua
Pacific Cultural Advisor
Motivational Speaker

Total Participants 171

DAY 1: Wednesday 1st April 2009

OPENING

The forum began at 9.30am with a Mihi Whakatau - led by the Orakei Kaumatua.

Chair - Lynette Hutson of The Salvation Army addressed housekeeping.

PRESENTATIONS

No minutes were recorded - all power-points are available on NCS website.

Keynote Speakers

Morning Session - Day One:

Barbara Phillips	Ministry of Health	Welcoming Address
Kevin Biggar	Motivational Speaker	Facing challenges
Mike Hill	Dept Internal Affairs	Update - Current trends
Blair Cairncross	Gambling Commission	Role of Gambling Commission

Morning Session - Day Two:

Lynette Whale	Breakfast Speaker	Consumer Perspective
Hannah Crump & Louise Mankelow	Health Sponsorship Council	Social Marketing Update
Ian MacEwan	DAPAANZ	Competencies Update
Sean Sullivan	ABACUS	Competencies Survey Results

Morning Session - Day Three:

Denise Rudin	Breakfast Speaker	Consumer Perspective
Sally Casswell	Massey University Shore	Social and Economics Impacts Research
Rebecca Coombes	Auckland University Of Technology	Evaluation Research Project - Phase One
Tracey Potiki & Kirsty Maxwell- Crawford	Te Rau Matatini	Hoe Wha Problem Gambling Scholarship Programme

The afternoon sessions comprised of clinical training, workshops and presentations from service providers.

Refer to power-point presentations which are available on NCS website.

Afternoon Session - Day One:

Abacus Clinical Training
Abacus Clinical Training
Hauora Waikato Group

Lorna Dyall and Hapai Te Hauora Tapui
(Te Rihia Manning and Zoe Martin)

DIA and Mathew McMillan (Te Kahui Hauora O
Ngati Koata Trust), Chris Watkins (Oasis),
Eru Loach (Nga Kete Matauranga Pounamu),
Rose Fraser (Oasis)

Orientation Module
Coexisting Conditions
Workplace Solutions -
Reducing Gambling Harm
In the Workplace
Gambling Venue Policies
What Opportunities and
Lessons Have We Learnt
For Maori?
Exclusions/Inclusions
Getting it to Work.

Afternoon Session - Day Two:

Abacus Clinical Training
Abacus Clinical Training
Tupu, Niu Development Inc, PGF Pacific Team
PGF Asian Services - Wenli Zhang, Pauline Chan
PGF Asian Services - John Wong

Monica Stockdale, Joy Potaka-England, Ariana Frost

David Coom (PGF) Lisa Campbell
(The Salvation Army Oasis Centres)

CBT tools
Non-Specialist Screening
Pacific Presentations
IDT with Asian Clients
Win, Win, Win Situation
Gamble Free Day -
Dining Discount
Karere Hauora -
Casting the Net
Gamble Fee Day
Workshop

Afternoon Session - Day Three:

Hannah Crump and Sue Walker (HSC)
Louise Mankelov and Rob Muller
Graham Payne (PGFNZ)
Cynthia Orme (PGFNZ)

Gambling Debt Helpline Team -
Alecia Brown, Carol Biggam
Grant Paton-Simpson
Vicki Hirini (Oasis)
Narelle Nichelsen, Cheryl Campbell,
Jenny Curry, Michael Henderson,
Deborah Gill (PGFNZ)

Maori & Pacific Resources
Workshops
A Follow up Process
A Workforce Development
Project : The PGF
Competencies
Financial Dream Vs Reality

CLIC Queries
Operation Restore Newton
Secrets, Lies and Fraud

Day Two/Three - a Caucus for Maori, Pacific and Asian service providers was held.

CLOSING SESSION

Lynette Hutson - The Salvation Army

Summary and final
comments

Kaumatua - Bob Hawke

Poroporoaki

OUTCOMES

The general consensus was the forum was well organised and was a success. All the service providers were fully represented and made full use of the diversity of the programme. The Motivational Speaker was well received. There was excellent balance between clinical and public health workshops and presentations and the days were utilised fully including having consumer stories at the breakfast sessions (which were inspiring and very popular with all attendees). The venue was excellent, providing plenty of room to have multiple sessions participating at one time and areas to network and refresh. The Salvation Army East City Corps did an excellent job on the menu and all participants were well catered for. There are areas of improvement and these will be actioned in the next National Provider Forum.

RECOMMENDATIONS FROM PARTICIPANTS' FEEDBACK

The main recommendations for the future were to:

- Engage a planning party (represented by Maori, Pacific, Asian and main stream providers) to help develop the programme
- Include into the programme Maori, Pacific, Asian caucus hui - to be reported back to forum
- Assign a person within each session, workshop and presentation to take minutes
- Supply agenda with short synopsis on the clinical training and workshops to enable participants to choose relevant and valuable sessions to attend
- Schedule at the end of every day space for actions/outcomes in the combined forum discussion where issues and recommendations can be tabled.

NATIONAL PROVIDER FORUM EVALUATION

55 responses received out of a possible 140

Responses recorded as a percentage based on the evaluations received:

	Excellent	Good	Fair	Poor	Abstained
Forum as a whole	52%	38%	5%		5%
Venue	71%	22%	3%		4%
Location	45%	35%	15%	2%	3%
Helpfulness of forum organisers	84%	10%	2%		4%
Availability of information prior to forum	44%	35%	13%	5%	3%
Registration process	58%	31%	7%		4%
Accommodation recommended	35%	31%	5%		29%
Food at forum	73%	18%	5%		4%
Breakfast Sessions	69%	20%	2%		9%
Content of plenary sessions	42%	36%	11%		11%
Quality of plenary sessions	45%	41%	7%		7%
Content of concurrent sessions	35%	44%	7%	2%	12%
Quality of concurrent sessions	33%	47%	5%	4%	11%
Opportunities to glean/update knowledge (added to your toolkit)	42%	38%	15%	2%	3%
Opportunity to network with other providers and presenters	76%	16%	4%	2%	2%

	Too long	Just right	Too short	Abstained
General length of plenary sessions	7%	84%	2%	7%
General length of paper/workshop presentations	18%	62%	11%	9%

Comments collated from evaluations:

Question 1: What were the highlights for you?

- **Reflections**
 - The Spirit/Positivity
 - Networking/Interaction/Feedback
 - Receiving Updates in the Problem Gambling Sector/Public Health/Competencies
 - Communications with MOH/DIA/Gambling Commission
 - Variety of people, services, particularly Maori and Pacific Islanders
 - Motivational Speaker/Presenters/Consumer Speakers, Stakeholders
 - Maori and Pacific Islanders Perspective/the relevant Forums
 - Research on Social and economic paper good
 - Workshops/Plenary sessions/Research Session/Abacus
 - Content of programme
 - Resources and services available
 - Building Relationships/sharing/working together/interactivity
 - Information Dissemination
 - Host/Food and Venue/Breakfast Sessions

Question 2: What Aspects of the forum could have been improved on?

- **Programme Content**
 - Presentations not pitched to audience
 - Clinical training too basic/more diversity
 - More discussion less presentation
 - Plenary session to appeal to both Clinical & Public health
 - More debate on competencies
 - Competencies not addressed for Public Health
 - Looking at Intervention plans/treatment
 - Information on Media impact, Recession impact
 - Information on changes - political, national, local, social, cultural, technological.
 - Changes to industry e.g. Internet gambling and multi venue exclusion
 - Brief Screening Workshops – focus on approaching services and screening not basic clinical skills
 - Other counselling models – e.g. gospel, families approach to solving the problem – higher expectation of expertise in dealing with the issue
 - Research and speakers reporting the negative side of Maori and Pacific Island

Too much time spent on research survey data
Clinical wasted valuable time

- **Format -**

Confirmation of registration
Phone calls before the forum to service providers
Venue Map attached to programme not registration
Extend Forum to 4 days/reduce forum to 2 days
More thought to programming cultural forums
Maori, Pacific and Asian forum should be on first day
Token gesture for Maori, Pacific & Asian – ensure they have a voice
Summaries of Maori, Pacific and Asian forums presented to forum
Details of Abstracts/topics to allow informed choices
Short synopsis of each topic/presentation
More discussion time after each presentation/more interactive
Workshops & discussion on Intervention & treatment
Time Keeping/more time allowed for workshops
Less Research Presentations
Duration of meal times/earlier finish on last day
Exercise session to increase concentration
Opportunity to Network outside programmed events
Need discussion time allocated for “Matters Arising/Issues” at end of programme
Motivational Speaker – Kevin Biggar – Relevance?

- **Venue**

Location –difficult, distance to and from motels
Motels not all on internet/availability
Shuttles great
Presenting from stage – difficulty in hearing and viewing p/pts
Seating Arrangements/seats too hard
Seats too small for larger people
Too Hot in smaller rooms

No improvement needed - 21 Responses

Question 3: Are there any additional Comments you wish to make?

- **Overall Reflections** Great Forum, diversity and variety of people
Very well organised – good planning
Thanks for conference and thank you to team
Thanks to Salvation Army who served and produced food etc
Venue very good - food very good
Good parking
Music was great – great for the soul
Thank you for looking after all our needs
Good thinking about breakfast session rather than dinner – however out of town participants left out in evenings
Cost borne more by out of town participants
Would like follow up info asap and info re last years fono
Schedule of Maori Caucus meeting ill timed
Pacific Forum – should be part of and participated as a whole of the event – need to report back to forum – acknowledge and understand their place in total PG area.
Next forum – All Maori, Pacific and Asian should present on Day 1 in the morning in the main auditorium
Needed - a day where clinicians can share skills-ideas-approaches and interventions
Lists of suitable material, books, trustworthy and relevant
National Body for Gambling Professionals
Needed - forum discussion on challenges personal v professional
Upstairs sessions more interactive – great – should be shared with whole participants
Better funding MOH
More thought to programme – more strategic purpose – major challenges –economic, recession
MOH, the gambling act, Strategic plan – maybe presented in pamphlet form or DVD
Useful to new to the circle, new participants
Consumers – were very valuable
More consumers, male and female –
Awesome
Good positive atmosphere
Very professional, more treatment providers should have sent more staff, valuable
Exceeded expectations
A fantastic opportunity for networking and working
Hui worthwhile and should be regular event