



## Problem Gambling National Pacific Fono Monday 21<sup>st</sup> & Tuesday 22<sup>nd</sup> February 2011 Summary of Proceedings

### INTRODUCTION

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

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

The fono was held at  
Sorrento *in the Park*,  
One Tree Hill Domain,  
Royal Oak, Auckland

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

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

Outcomes Sought:

- To build relationships and understanding with PHOs and NGO staff.
- To develop a National Pacific Problem Gambling Awareness Campaign

## ATTENDANCE

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

- Gambling Helpline
- Problem Gambling Foundation of New Zealand - Mapu Maia
- Tupu - Pacific Alcohol and Drugs/Gambling Services
- Taeaomanino Trust
- Pacific Island Evaluation Inc
- Raukura Hauora O Tainui
- Southseas Healthcare Trust
- The Salvation Army - Oasis Centres
- Takanga A Fohe - Pacific Mental Health and Addictions
- Problem Gambling National Coordination Service
- Ministry of Health
- Te Kakano - Work Force Development: Public Health Provider Trainer
- Health Sponsorship Council
- Abacus - Workforce Development: Clinical Provider Trainer
- Procure Management - Public Health Manager, Health Promotion Advisor and Nursing Director
- Breast Cancer Foundation - National Educator
- Pacific Perspectives - Pacific Consultant - (Pacific Populations -Policy and Implementation)

**Total Participants 42**

## Day One Monday 21st February 2011

Refer attached Programme Schedule.

### OPENING:

The forum began at 8.30am with a lotu/prayer by Rev Viliami Finau.

### INTRODUCTIONS:

Melino Maka (facilitator) introduced Natu Levy, new Ministry of Health Contracts Manager with the National Problem Gambling Team. Natu previously was with Pacific Innovations, working closely with Dr Api Talemaitoga Pacific Chief advisor. He was intimately involved with the Pacific Provider Workforce Development Fund.

Natu Levy welcomed everyone on behalf of the Ministry of Health

The fono was then introduced to a newly formed Pacific Problem Gambling Service Provider. "Pasifika Ola Lelei Services" is a collaboration between Raukura Hauora O Tainui and Southseas Healthcare Trust. The team leader is Grant Reihana who briefly introduced the Pasifika Ola Lelei Services team.

Esther Bloomfield spoke on behalf of Raukura Hauora O Tainui. Esther acknowledged the Ministry of Health and problem gambling service providers. She spoke about the vision and values of Raukura Hauora O Tainui. The desire to see Maori and Pacific people to live a life of quality and wellbeing. Esther said Raukura Hauora O Tainui aims to deliver a service of consistent quality across the health sector including problem gambling.

Naita Puniani spoke on behalf of Southseas Healthcare Trust. Naita thanked the fono for being invited to speak and noted the wealth of experience attending the fono. She said they will work hard to ensure they deliver a sound, positive service and wish freedom from the harm suffered by problem gambling. Naita spoke about commitment and respect.

### PRESENTATIONS: Began at 9.45am

**Naita Puniani**

**Southseas Healthcare Trust**

#### **See power point presentation**

They are part of a larger Pacific PHO amalgamated from three health care providers. They have GP clinics, Child Services and work on other health programmes such as Heart, Obesity, Smoking Cessation and Family Violence. Southseas have started a pilot programme with 34 Churches. Naita spoke about their infrastructure and wishing to improve their service delivery. They work with over 1,000 families on the 'well child' programme but the focus is much wider and gives them the opportunity to look at other areas of concern for the families. With the problem gambling contract they can improve and maximise the service they give.

Wilmason Jensen Procure  
Ataria Marsden Procure  
Sandra McDonald Procure

## Working with PHOs

See power point presentation.

Wilmason and his team spoke firstly about Procure. The Procure Network is made up of 173 GP practices, 620 GP's, 500 practice nurses. They have 680,000 enrolled population of which 75,000 are Pacific people and 53,000 are Maori. They have wrap around services, some of which address issues outside health e.g. access and transport. They include cultural competency for doctors and nurses. They had a meeting with the relevant staff before coming to this fono to look at how problem gambling services can establish a good working collaboration with Procure. Wilmason and his team advised the providers (clinicians) to begin with the practice nurse and the GP practices, then follow up with the doctors once that relationship has been formed. They also suggested the problem gambling health promotion teams contact the Procure Health promotion team. There are staff education sessions, etc.. that could be attended to begin informing the practices about problem gambling. Procure support 42 churches and has a coordinator for this programme that can help get the messages out. This would be a long term conversation - it is not always easy to get into the practices as they are very busy however Wilmason said they would support where necessary.

### Group Discussion:

- Holistic Issue
- Medical services tend to be more prioritised
- Need champions to drive problem gambling (PG) initiatives
- Clinics need to capture where/who are suffering harm/referrals
- Follow through - Procure commit to touch base with team members and discuss meeting with Tupu
- Tupu and Procure to set meeting in next two weeks - Contact names
- Nurses and Doctors have 15 minutes with patient - how to fit in conversation around problem gambling?
- Public Health workers need to build relationship with nurses and doctors
- Procure is developing tool kits - this could include problem gambling - helps Procure staff link to community, knowledge and referrals
- PG is not the issue that comes through the door. Need to identify how PG'ers present - maybe a DVD or education sessions for nurses - could be online?
- Are there early intervention training options for other services?
- Training fro screening - what extent, how far to go?
- Timeframes - nurses have a 5 minute window - are clinicians willing to refer to GP services?
- Who will be the champion for PG Services?
- Who will be the champion for Procure?
- Procure can identify practices who are willing to introduce PG - Procure will broker introductions of PG services - from Medical Model to Well Being Model
- Procure has a coordinator to work with Churches - will work with clinicians to get good input to what is needed. Will do screening, nurse reports to Minister, empowers leadership
- HSC - advertising and brochures for GP clinics
- Are there any innovative ways to get brochures/info into clinics

- Challenge to deal with timeframes - how to get message across quickly
- Relationships are the key
- Primary Health Care is built on relationships
- Over 50% of patients will react on conversation with family, friends - Procure is working on building relationships.

### Action Points:

- Set up meeting - next two weeks (by mid March 2011)
- PG Services representative - Tupu AOD/Gambling Services  
PGF Mapu Maia  
Pasifika Ola Lelei
- Procure Representatives Wilmason Jensen
- Report back to next Fono on progress - November 2011

Debbie Ryan  
Keynote - Motivational Speaker

Pacific Perspectives

Dr Ryan gave a short history of her working career before she went on to talk about leadership, how do we develop ourselves, how do we develop our organisations and help the sector move forward. With the government having to make more cuts in the health sector how do we plan?

Firstly we need to be working more collaboratively to ensure we can deliver services that will meet the needs of the community. She spoke of reaching out to the communities, go to the clinics, target key people who you know do a good job, build networks of trust based relationships. Attend conferences e.g. Pasifika Medical Association conference, go to the medical students, begin there to change medical doctors behaviour.

Secondly to deliver on outcomes, we need to be clear on what we need to deliver on. Learn how to communicate with the contract holder. Lastly how do you stand out - we are the Pacific sector, we do things differently, it is an advantage, use it to your advantage.

Carmela Petagna  
Natu Levy

Ministry of Health  
Ministry of Health

### Ministry Update

Carmela gave a presentation on Data. Data is evidence, evidence is power. Her presentation showed how to present this data in a way that captured the target audience and got the message across. Her presentation showed how you could make it more relevant, more interesting, easier to understand and most importantly more real. One of the examples Carmela gave was - the residents of Manukau City lost 73 million on pokies in one year - that is the equivalent of 3,560 gastric banding operations or 1500 heart by pass operations.

Natu then gave an update for the Ministry, firstly the changes in the Ministry structure, followed by an update on the Value for Money Review. The Ministry at present are reviewing the 6 monthly reports.

Patricia Field

Breast Cancer Foundation

### A National Campaign - Raising Awareness

Patricia Field is the National Educator for the successful national breast cancer campaign 'Pink Ribbon'. Patricia spoke to the participants about the history of the campaign, the successes, the timeframe it took to become a true national campaign and gave some ideas around planning and implementation. She stayed and helped with ideas in the afternoon workshop.

### Workshop: A Pacific National Activity - Gamblefree Day

#### Group Discussion:

- What do the providers want to do with Gamblefree Day?
- Look at the Australian Model - Responsible Gambling Week
- What does it mean - Harm Reduction
- What are we really gambling?
- Get consumers to show what they are really gambling - the house, the family - besides just money.
- Need to have a lead up to Gamblefree Day
- A symbol we can all relate too
- Symbol for Pacific - a paddle - all can row in the same direction with a paddle
- Celebrities - would be great to have a celebrity (Scribe - he is a consumer)
- Need a role model
- Message needs to be short and sharp
- Need a message like the AOD campaign "Ease up on the drink"
- Message - "Gambling, is it fun or is there another story?"
- GFD - build on the same theme - not necessarily the same activity
- Campaign should strengthen local projects

#### Action Points:

- Build up to Gamblefree Day - eg: run series of activities one month prior to GFD
- Theme - to be decided - use same strap line - 1 key message
- 1 Message, 1 symbol
- Use a paddle for symbol - all ethnicities rowing in unity and the same way
- 1<sup>st</sup> August - lead up with weekly activities
- 1 x press release every week - local paper
- Coordination - HSC, NCS and Te Kakano
- Gamblefree Day posters delivered to other organisations e.g Procure
- Alternative Activities - accompany with stats re gambling harm
- What are we really gambling - families, faith, homes not only \$\$\$\$\$
- Tag line for everything

GF People First

GF Whanau First  
GF Family First  
GF Aotearoa First

Hannah Crump

Health Sponsorship Council

**Update**

Hannah updated the participants on the Kiwi Lives campaign.

## Day Two: Tuesday 22<sup>nd</sup> February

### Training Sessions

#### **ABACUS: Clinical Training**

Refer to Agenda attached

#### **Te Kakano: Public Health Training**

Refer to Agenda attached

### OUTCOMES

- All service providers were well represented.
- Further to the foundation laid and recommendation set at the September Fono 2010, this fono addressed the collaboration with PHOs initiative directly with staff from PHOs.
- Actions to progress 'Working Collaboratively with PHOs' have been established
- Actions to develop a national Pacific activity have been established.
- Abacus & Te Kakano successfully delivered workforce development training.
- The fono was convened in true Pasifika style.
- Feedback has been extremely positive.

### RECOMMENDATIONS:

- The next fono to address progress re working collaboratively - at the grass root level - include staff from PHOs & NGOs
- Reports from problem gambling providers re the national Pacific Gamblefree Day activity to be tabled and discussed

### CONCLUSION

Overall, the level of participant satisfaction was above average. The attendees brought great diversity to the programme making the forum a success.

These evaluative comments on the forum are fed back to the Ministry of Health and will be considered in the planning of future forums and related Pacific specific training.

## **EVALUATION:**

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

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

Thirteen responses were received from a possible 42 overall for the NCS evaluation and they are summarised below.

## **NATIONAL PACIFIC FONO February 2011 EVALUATION**

Responses recorded as a percentage based on 13 evaluations received

	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Abstain</b>
Fono as a whole	23%	69%	8%		
Venue	46%	54%			
Location	54%	46%			
Helpfulness of forum organisers	23%	69%			8%
Availability of information prior to forum	8%	54%	30%		8%
Registration process	31%	69%			
Accommodation recommended	23%	8%			69%
Food at forum	23%	46%	23%		8%
Did the Fono meet your needs and expectations overall	23%	46%	23%		8%
Did the Fono Inspire you	69%	31%			
Content of Day 1	23%	54%	15%	8%	
Quality of Day1	8%	68%	8%	8%	8%
Opportunities to update knowledge/skills in areas that are relevant to you	31%	54%	15%		
Opportunity to network with other providers and presenters	38%	62%			

Please note the majority of participants abstained from completing day two evaluation due to Te Kakano and Abacus supplying their own evaluation form, please contact them for summary of evaluation for Day Two.

These comments are collated from the 13 responses received out of a possible 42.

### **What were the highlights of the forum for you?**

- 3 key points from Dr Debbie Ryan. All reflect back to what we deliver to community.
- Networking with other providers & MOH
- Presentations from ProCare and Dr Debbie Ryan. Networking, Group discussions and sharing of info and knowledge.
- Keynote speakers. Procare's presentation and connecting with Pacific Health providers. MOH presentation by Carmela & Natu
- Hearing presentations of other services
- Networking, co-existing issues, food

- Procure presentation was very good – useful in guiding and directing the future within GP settings, what people to approach and how to work with primary health organisations
- Debbie Ryan. Procure. Networking
- Procure presentation. Dr Ryan principle of Leadership. Welcome Southseas/Raukaua
- Inspirational speech's from Debbie Ryan, Procure, Southseas and MOH updates. Relationship building starts between Pacific Gambling providers and Procure PHO
- The PHO presentations. Meeting the providers/ Dr Debbie Ryan. MOH update
- Abacus training

**What aspects of the forum could have been improved on?**

- Need to invite all leaders from community eg Ministers of different churches, School Headmasters and other organisations
- For all to come prepared with knowledge of their work. South Seas presentation and deferring questions – lack of preparation
- Explanation by the Ministry why Raukura Hauora O Tainui and South Seas Healthcare Trust were selected as joint partners in the new dedicated Pacific Problem Gambling providers.
- More people
- Presentation from existing providers
- Bring motivational speakers and appropriate services that will hopefully work together with gambling providers. I don't agree bringing Breast Cancer.
- Needs some energy/ice breakers, fun items, singing

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

- Yes
- Yes – definitely, especially with networking and connecting other services and providers.
- Definitely – great opportunity to network with health providers and learn from each other
- Yes – enables opportunities to update and build stronger working relationships with all sectors involved in Problem Gambling services at local, regional and national level
- Yes – networking with other services, sharing ideas and questions, certain aspects of gambling services/promotions.
- Definitely
- Presentations gave good ideas on how to improve current work and relationships with other primary health service providers.
- Definitely
- Definitely
- Yes – just for some presenters that are not appropriate – good to share ideas.
- Yes, the planning helps the content. Presentation from Procure – I could see opportunities to work together.
- New research/motivation yes. Other presentations I felt was a waste of the 1 day.

**Are there any additional comments you wish to make?**

- Many thanks to organisers for great forum and opportunity for PI providers to gather and share. I would like to include representatives of the community or Pacific advisory board in the fono process.
- Pacific Host responsibility – I am available to further advise and help the National Coordinator for improvement in the future.
- Thank you and good to see you all again
- Programme could have been sent out earlier
- Well done
- Can Aucklanders/workers travel to Wellington for another PI Gambling Fono because it would be great to hear great speakers from other PI services. It costs money but will develop qualitative outcomes for Public Health and Clinicians.
- Excellent venue, food, parking. Well organised Fono. A few presentations per day would help providers look deeper into how alliances could be developed, eg Procure presentation then break into groups and discuss ways of interacting, partnership, clear pathways. When working with problem gambling in Public Health and intervention.
- Better facilitation/presenter eg Please keep it flowing and stimulating