

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 Six | Autumn 2010

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From the Desk

**Michelle O'Loughlin, National Coordinator,
Problem Gambling National Coordination Service**

Tena Koutou Katoa, Welcome and Warmest Pacific Greetings!

This is a special one off edition of our quarterly newsletter, to profile the problem gambling service providers, at the International Gambling Conference.

The New Year has seen a very busy start for all of us in the gambling sector. The majority of service providers will be attending one or both of the International Conferences being held here in Aotearoa, where providers, key stakeholders and international groups from the gambling sector will come together to share their knowledge and experiences to inform, update, motivate and inspire.

ABACUS started the year early with a very successful Maori Problem Gambling Clinical Training Clinic held in Rotorua on January 26th. Te Kakano – Public Health and Problem Gambling Workforce Development Project will hold its first Training Clinic in March, after undertaking a needs assessment consultation with providers nationally. Health Sponsorship Council's Kiwi Lives adverts shown nationally on television ran through December and January. They received positive feedback building public awareness on the harm caused by problem gambling.

The National Coordination Service will host three conferences in the next six months, the National Pacific Provider Fono in April, National Asian Provider Forum in May followed by the National Provider Forum in July. The National Maori Hui is to be held in October. Planning is underway and you will receive information and updates next month.

This year the National Coordination Service and Health Sponsorship Council will work towards coordinating Gamble-free Day and supporting service provider activities ensuring a strong local, regional and national campaign. Discussions have taken place on giving Gamble-free Day a profile, a visual prompt that will always be associated with Gamble –free Day. We would welcome input from all the service providers and stakeholders, please see the article on Gamble-free Day.

During this quarter I will complete the service provider visits throughout New Zealand. Eru Thompson – Pou Arahi – Tikanga Guidance Officer will continue to accompany me on the Maori service provider visits and our newly appointed Pacific Cultural Advisor – Melino Maka will accompany me on Pacific service provider visits. Melino Maka who accepted the appointment in December comes from a strong business background and has worked in the public health arena supporting many Pacific initiatives for building resilient, healthy

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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.

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

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Pacific communities. He is well known for his hard work in the community and will add value to the National Coordination Service. It is a pleasure working with both Eru and Melino, their appointments are extremely valuable in bringing cultural understanding and guidance to the service.

This newsletter has been dedicated to profiling the problem gambling service providers and stakeholders throughout Aotearoa. We will publish a further 200 copies to distribute to all delegates attending the International Gambling Conference held this month. I would like to thank all the providers and stakeholders for their continued support of the National Coordination Service and this quarterly newsletter. The positive feedback sent to me re our previous publications has been greatly appreciated. The articles I have received for this issue showcase the excellent work and dedication from the New Zealand gambling providers. They are very informative and highlight the high degree of experience and knowledge within the problem gambling sector. It is vitally important to continue to share and support each other, building and improving capacity across the sector.

Due to time constraints five providers have been unable to submit articles, sending their apologies and they hope to submit articles for the next newsletter where they will update us on their organisations. They are Hauora Waikato Group, Niu Development Inc, PI Evaluation Inc, Te Rangihaeata Oranga Trust and Odyssey House. I want to thank them for their continued support.

For more information on these service providers please contact the National Coordination Service.

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.

Interventions...

Gambling Helpline Providing Many Options

Detailed summaries of the Gambling Helpline service have appeared twice recently in this publication. Firstly in the Summer 2008 edition and again in Summer 2009. A national service operating 24 hours, 365 days a week, the Gambling Helpline provides telephone counselling for its callers and, where possible, arranges for them to have face-to-face appointments with Ministry of Health funded agencies. It has been operating for over 12 years and in that time has earned an enviable reputation for both quality of service and efficiency of operation. Counselling helplines the world over may differ by degree but their core methods of operation invariably have many similarities. It is in the provision of extra specialist services that the Gambling Helpline has been innovative and stepped outside the square seeking to maximise the options of people requiring help.

In 2002 with an effective general service operating, Gambling Helpline management began looking for alternatives which when added to the existing organisational structure would provide additional support for those in need. Over the next few years, five extra lines were added to the service and today four remain in operation. These four focus on two ethnic groups, Maori and Pacific Island, plus youth and financial issues (the Debtline). Each is a service which provides an additional option for a specific group of people and is staffed by counsellors who have special expertise in that particular area. Following the successful implementation of these services, the worldwide acceptance of Email and texting as the modern means of communication clearly suggested that if a service offering telephone counselling was serious about being readily accessible then both Email and text options needed to be added.

The specialist lines operate at specific times of the week and each has its own individual 0800 (free phone) number. The counsellors involved with these services work on the main 0800 line and fulfil specialist obligations in addition to their normal tasks. This is viewed as very important since their exposure to mainline calls (which are the majority coming into the helpline) means they are dealing with a wide variety of call types; thus they are continually gaining practice and experience to which their specialised expertise can be added. The reverse is also true; their extra knowledge is at times invaluable on the mainline and contributes to the provision of a far more complete service than would be otherwise possible.

By far the majority of people who benefit from these services call the mainline first and then after discussion with a counsellor and realisation that there is additional help available, agree to either call the specialist line themselves or alternatively have a specialist counsellor call them. For these people it is the best of both worlds since they are still welcome to use the mainline for support if they require it outside the hours when the specialist line is operating. The most important aspect of these lines is that they provide an additional option to at risk callers, help is available and they may use whichever avenue of contact they feel most comfortable with.

Vai Lelei the Pasifika Gambling Helpline was the first specialist line in operation and several counsellors who have served on it have since moved on to prominent positions in other Pacific Island services. Most have maintained friendly contact with the Gambling Helpline and in particular a former Pasifika team leader, Losa Patterson, provides supervision whilst members of the TUPU team have offered their ongoing support and advice.

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Nga Ring Ringa Tumanako: Hands of Hope the Maori Gambling Helpline is lead by Glenis Higgins. Over the years the line has benefited from the support received from Glenis’s supervisor Russell Philips, former team leader Leigh-Anne Pukeroa and Gambling Helpline Kuia Mereana Peka. A recent development has seen LifeLine Kaumatua George Hill relocate his office to within the Gambling Helpline, so his services are also now readily available.

The ‘in ya face’ Youth Gambling Helpline and its companion website (www.inyaface.co.nz) were developed in an effort to encourage contact from that age group which is notoriously resistant to seeking help, in spite of clear evidence which suggests problem gambling is a major youth issue. The line was set up by former Gambling Helpline counsellor and now known researcher Dr Fiona Rossen. Fiona has recently agreed to provide some future supervision and guidance to the Gambling Helpline Youth team leader.

The Email and text options of support whilst available to anyone are expected to become a preferred method of contact for youth given their everyday use of these as methods of communication. In this area the organisation is fortunate in having access to the experience of the very successful LifeLine text service Lowdown which is managed by long-term Gambling Helpline counsellor Daniel Maaka.

The Gambling Debt Helpline developed by team leader Alecia Browne provides specialist gambling debt crisis

counselling for gamblers, their partners, family and others. Staffed by experienced financial counsellors the goal is not only to provide support and counselling but to also plan some practical steps to address both debt and gambling.

The Gambling Helpline has worked hard in developing these varied methods of contact believing that whilst mainline telephone counselling is at its core it is very important to make the task of reaching out for help as easy and varied as possible. This task has been made easier by the quality and experience of the staff involved and the continued ongoing and much appreciated support from so many of them.

Gambling Helpline	0800 654 655 (24 hrs 365 days)
Maori Gambling Helpline	0800 654 656
Pasifika Gambling Helpline	0800 654 657
Debt Gambling Helpline	0800 654 658
Youth Gambling Helpline	0800 654 659
Text 4 Help	Text 8006
Email	info@gamblingproblem.co.nz



Public Health/ Interventions...

NGA MANGA PURIRI - Organisation Profile

Bondi Cotton Nga Manga Puriri Trust

Nga Manga Puriri has a community development focus that encompasses youth mentoring, health promotion and treatment strategies/counselling for problem gambling. The organisation employs five people and maintains an approach that has a strong tikanga Maori focus while attempting to integrate the strengths of clinical practice. In order to achieve such a capable tikanga mechanism, Nga Manga Puriri further actively maintains a network of kaumatua and kuia throughout the entire North who regularly engage as a core group for support and cultural consultancy.

As a collective, Nga Manga Puriri brings together Maori working in the field of addictions within Te Tai Tokerau. This collective was established in 1998 to provide support, direction and unity throughout Te Tai Tokerau in regard to reducing harm relating to addictions. As such,

the collective adopted the title – ‘Nga Manga Puriri, Tai Tokerau Addictions Network’.

Nga Manga Puriri developed a number of initiatives over that time to fulfil its vision of providing support to, and increasing the proficiency of, Maori practitioners. This progressed to the natural point where status as a Charitable Trust was sought and granted in August 2002 and thus Nga Manga Puriri, the provider, was born.

Based in Whangarei, Nga Manga Puriri provides free problem gambling services in areas covering the top of the North Island down to as far south as Wellsford. Our mentoring programme is located at the community one-stop-shop facility appropriately named ‘The Pulse’ and currently services the Whangarei Area with a strong vision to expand throughout Northland.

For further information, please contact Bondi Cotton via Email: bondi@ngamangapuriri.org.nz

**The Problem Gambling Foundation:
Eliminating the Harm Caused by Gambling by
Providing Free Counselling and Support Throughout
New Zealand for Individuals and Families.**



**Glenda Northey
Problem Gambling Foundation of
New Zealand**

The Problem Gambling Foundation of New Zealand (PGF) is a national non-profit organisation predominantly funded by the Ministry of Health with funds received from the gambling levy. It is the largest single treatment provider for problem gambling in

Australasia with over 60 locations throughout New Zealand and a staff of 70. PGF provides a 24 hour/7 day nationwide service through our hotline number 0800 664 262.

PGF began as the Compulsive Gambling Society (CGS) in 1988. In 2001 the organisation changed its name and moved away from an addictions and medical-based philosophy to a public health approach. PGF is committed to health promotion that contributes to more responsible gambling through community education and the development of regulations and standards. PGF continues to grow and improve our range of services. Counselling is free of charge to the gambler, their family and others affected by problem gambling.

PGF offers the unique services of an Asian Services team, a newly formed Pacific unit Mapu Maia, and a large specialised library. The Asian Services team was established in 1998 and provides professional counselling and advice in Cantonese, Mandarin, Korean, Vietnamese, Khmer and Thai. Members of the Asian Services teams are available in Christchurch, Hamilton, Wellington, Auckland and Dunedin. They operate a free national telephone service through 0800 TO BE HAPPY (0800 862 342).

The Problem Gambling library has a wide range of resources available to any person requiring information on problem gambling worldwide. The library webpage and the online library are found at www.pgfnz.org.nz/library and items can be requested electronically. PGF has resources specific to issues relating to problem gambling which are published in the form of fact sheets which are produced by the Research Librarian. Over 25 fact sheets can be downloaded from the library web page at www.pgfnz.org.nz/library/factsheets/

Glenda Northey, Research Librarian, PGFNZ
For further information, please contact Glenda Northey on Phone (09) 368 1520



New Pacific Unit Launched at Problem Gambling Foundation

Pesio Ah-Honi Siitia Problem Gambling Foundation – Mapu Maia

Mapu Maia, the new Pacific Unit at the Problem Gambling Foundation was officially launched at a special event held on Tuesday 9th February in Auckland.

Over 50 people attended the celebration including representatives from Pasifika community groups, Ministry of Pacific Island Affairs, Child Youth and Family, Kaumatua, NZ Police, church Ministers, other service gambling providers and the Matua Council of the Waitemata District Health Board, who came to show their support for the new service.

Mapu Maia is a Pasifika for Pasifika service within a mainstream service provider. It follows in the footsteps of the highly successful Asian Services team within PGF.

Pesio Ah-Honi Siitia, Mapu Maia’s Manager, says it is wonderful to be supported by the community and to be able to provide a dedicated, culturally appropriate service for Pasifika.

“Mapu Maia will work with Pacific communities to educate and raise awareness of the harm caused by gambling and will also provide counselling and support for Pacific families in Auckland that need help with problem gambling,” she says.

“The Samoan phrase, ‘Mapu Maia’ means a place to come in and rest or shelter – a place for hope – and that is exactly what we want our service to provide for Pacific families in Auckland,” Pesio says.

The name “Mapu Maia’ went through a process that included consultation with Pacific community groups and leaders including the Matua Council of Waitemata DHB. This was to ensure that that the words selected do not have any negative connotations - not just for the Pacific ethnic group that it comes from but also for the others.

The logo of Mapu Maia reflects restoration, rest, hope and safety beneath the cool shade. This is everything that Mapu Maia represents.

The Mapu Maia team includes a Pacific Health Promotion advisor, Matua and a Pacific counsellor. A Pacific Advisory Group has also been established to provide direction and guidance to its strategic direction.

Pasifika communities are at high risk of problem gambling and Pasifika women are particularly at risk from non-casino pokie machines and more likely to suffer gambling-related harm. Children and young people ultimately suffer from the harms of problem gambling.

We aim to ensure that our services are delivered to effectively meet the needs of individuals and families within the Pacific community.



For further information please contact:

www.pgfnz.org.nz
Pesio Ah-Honi Siitia
Pacific Manager
Mapu Maia
(09) 368 1520
Ph 021 922 846

Best Care (Whakapai Hauora) Charitable Trust (“Whakapai Hauora”) – Our Organization.

Bob Tamihana

Best Care (Whakapai Hauora) Charitable Trust

E nga mana e nga reo e nga karangatanga o te motu nei, tena ra tatou katoa.

Wishing everyone a happy and prosperous new year.

Best Care (Whakapai Hauora) Charitable Trust (“Whakapai Hauora”), is the health, social service and disability service provider arm of Tanenuiarangi Manawatu Incorporated, the mandated iwi authority for Rangitaane O Manawatu.

As one of the operational arms of TMI, Whakapai Hauora works closely with other TMI entities, such as Kia Ora FM 89.8 (the only bilingual Maori Radio Station in the Manawatu) With an audience capacity exceeding one hundred and twenty thousand (of whom over fourteen thousand are Maori), Kia Ora FM offers an excellent opportunity for Whakapai Hauora to communicate health education and promotion messages through chat shows, talkback interviews and health advertising. Tune in on a Monday between 9.00am and 10.00am to listen to our health show. Though Whakapai Hauora is an iwi owned and operated provider, its health, social and disability services are provided to everyone.

Ko Bob Tamihana taku ingoa.

As a health promoter working in public health my job is to

raise awareness about problem gambling and how that can impact on not only the gambler but the gamblers whanau and significant others. Providing the community with information and resources enables them to make a well informed decision as to whether they choose to gamble or not. A well informed community is a community that strives to improve their health and wellbeing.

Ko Margaret taku ingoa.

My name is Margaret Ryniker, and I am the problem gambling counsellor, situated at Best Care Whakapai Hauora. My main brief is counseling kanohi-ki-te-kanohi with any tangata whaiora that wishes to utilize our services. We work from a kaupapa Maori perspective. For our service, it is important that tangata whaiora are comfortable in a setting to talk through their issues; thus we are given the autonomy to meet at alternate venues, ensuring that the venue is safe for both the counsellor and the tangata whaiora. Another part of my mahi is to work with Bob when he goes out to do health promotion. Bob and I are a good team – we work well together and utilize each other’s strengths when we are presenting. Of course, dependant on who we are presenting to, dictates the style of delivery. We like to utilize humour and stories to get the message across to the agencies or services that we present to.

For further information, please contact Bob Tamihana on phone (06) 353 1881

Te Kāhui Hauora Trust ki Te Arawa Waka Profile

Colin Bennett

Te Kahui Hauora Trust

Te Kāhui Hauora Trust ki Te Arawa Waka is the operational arm of Te Mana Hauora o Te Arawa, a tribally mandated body formed to pursue ‘excellence in well-being for Te Arawa’. Minimising problem gambling harm (Toi te Mārohi) is a well-being programme that we deliver through our Te Arawa service delivery model.

The Te Arawa service delivery model is a culturally authentic approach to strengthening the collective well-being of Te Arawa. The model has two foci, whenua kura (ancestral lands) and whakapapa (genealogical connectivity), that guide investment decisions. We aim our service at Te Arawa whānau (families) and their members living both within and outside of our ancestral land boundaries. However, through our tikanga (value) of manaaki (caring) we are interested in the well-being of all those who share our homeland.

Our geographical consideration is the area defined by the pēpehā (identity adage) ‘mai Maketū ki Tongariro, mai Te Kuri o Whārei ki Tihirau, Te Arawa waka, Te Arawa tangata’ (from Maketū to Tongariro, from Te Kuri o Whārei to Tihirau. Te Arawa is the canoe, Te Arawa are the people) whereas the genealogical consideration are the people who whakapapa to the ancestors who travelled here from Hawaiiki on the Te Arawa waka in centuries past.

We know that culture counts and as a Māori Provider delivering health promotion and intervention services typically but not exclusively to Māori we leverage off our cultural advantage to open doors that would otherwise remain shut.

For further information, please contact Colin Bennett via Email: cbennett@tkht.co.nz

Gambling Help Services / Wairarapa Addiction Service

Naomi Wickens Wairarapa Addiction Service

This is a small service with two staff; Wendy Woodhouse is .5 FTE and is the Public Health Responsible Gambling Advisor, Naomi Wickens is full time and provides the clinical input. The gambling help service is part of the overall alcohol and drug service which includes a youth service, detox service, methadone service and adult alcohol and drug service.

Gambling clients have access to all the above services including the dual diagnosis service and medical services. There is a day program running which offers groups, activities and a meal every day with a drop in component.

Group Support; most recent clinical project

There is a Gambling Support group which meets weekly and is facilitated by the gambling clinician with the assistance of a staff member from the methadone service. The group members have suggested including their partners one week a month and this will be finalised and started in the near future.

Gambling Bag Project; an example of a Public Health Activity

This project was organised to coincide with the withdrawal of plastic bags from the supermarkets in the



Wairarapa. Problem gambling bags were given to the first 100 customers in a Masterton supermarket and the first 50 customers in a Featherston supermarket in early June 2009. The day was chosen in consultation with the supermarkets as a busy shopping day. Supporting advertising was taken out to publicise problem gambling and the release of the bags.

In Masterton all bags had gone by 9am and feedback from the supermarkets indicated a very positive response from the shoppers.

For further information, please contact Naomi Wickens on Phone (06) 377 3156





Te Ope Whakāora

The Salvation Army Oasis Centres for Problem Gambling

Lisa Campbell-Dumlu
The Salvation Army – Oasis Centres

The Salvation Army is a worldwide evangelical Christian Church and human service provider. Our mission is to care for people, transform lives, and reform society by alleviating poverty, deprivation and disadvantage, and by challenging evil, injustice and oppression, in the name of Jesus.

The Salvation Army has been operating in New Zealand since the early 1880's. During its 120-plus years of service, the Army has carried social services to people of all ages, regardless of culture, financial position, religious belief or social class. Work with Maori has from early on been an integral part of the Army's mission, and today this has a renewed focus.

The Salvation Army's basic unit is the Corps (church) which represents the Army's grass roots in the community. The Army also runs social service centres that provide residential and community care programmes for a wide range of needs.

The Salvation Army also has three specialist nationally managed programmes - Homecare Services, Employment Plus, and Addiction and Supportive Accommodation Services.

The Salvation Army Oasis Centres for Problem Gambling are part of the Addiction and Supported Accommodation Services national programme and were first established in Auckland in 1997 in response to the growing evidence that the increase in gambling opportunities was having a negative social impact on society.

There are now six main Oasis Centres across New Zealand that is contracted through the Ministry of Health to deliver intervention and public health services to prevent and minimise the harm from gambling in New Zealand.

The mission of The Salvation Army's Oasis Centre is:

“To provide a service which motivates and empowers people affected by gambling and associated problems to make positive changes, promoting wholeness and healing.”

Oasis Centres are located in Auckland, Hamilton, Tauranga, Wellington, Christchurch, Dunedin, with satellite clinics in surrounding areas e.g. Tokoroa, Oamaru, Upper Hutt, Queenstown. Please see our website for all locations and contact details www.salvationarmy.org.nz/oasis.

Our Oasis Centres provide free consultation and interventions for problem gamblers, partners of gamblers and affected others. Our mission is to provide a holistic approach which empowers people with gambling and related problems to make positive choices for a healthy lifestyle.

Below are updates from some of our Oasis Centres:

Auckland:

The Salvation Army Oasis Centre Auckland was established in 1996 to serve the needs of problem gamblers and their families in the Auckland Region (Population over 1.4 million). This population is now served by 6 clinicians based in Royal Oak but prepared to meet clients 'at a place near you' where time and transport are an issue. After a full assessment for a gambling problem there is an eclectic approach to meeting the very specific, sometimes complex, needs of presenting clients.

Tauranga:

We have a new gambling case worker that has recently joined The Salvation Army Oasis Centre Tauranga, which provides clinical intervention services to the communities on the eastern side of the Kaimai ranges. With her background in addiction counselling, she seeks to assist clients in finding their own pathways to recovery and supports them along the way; whilst her colleague provides public health promotion services concentrating on the Tauranga and Western Bay areas. Her health promotion experience, public health qualifications and knowledge of public sector processes provides a solid resource for working with local authorities, and for assisting community groups and individuals wanting to develop resilience and prevent harm before it begins.

Wellington:

The Oasis Centre for Problem Gambling Wellington is located within the Hope Centre in Newtown. They work closely with the Bridge Alcohol and Drug programme and with the services offered by Salvation Army Community Ministries i.e. food bank, housing assistance and a drop in centre.

The Oasis Centre offers free confidential consultation and intervention for problem gamblers and affected others in Wellington, Lower Hutt, Upper Hutt and in the local prisons (Mt Crawford, Arohata and Rimutaka). Our experienced and qualified counsellors offer a courteous and timely service giving clients feedback from assessments, participation in all areas of treatment and professional advice. We are aware of and respond to the many co-existing issues that accompany problem gambling in the community. Also our Wellington Oasis Public Health worker is currently working with a number of other local social services to offer alternatives in

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our communities for those wishing to change their lives from one of addiction. The Operation Restore Newtown project is available for anyone in the Wellington area and offers participants an opportunity to meet with others and engage in work at a community garden, or with the local council on restoring Heritage walks.

Christchurch:

The Christchurch Salvation Army Oasis Centre provides services throughout the Canterbury region. A number of staffing changes along with a number of new and improved services are being developed. This includes supporting clients self excluding and streamlining this process, along with a new programme to support those requesting lifting of self exclusions. They also visit the local women's prison, and clients are provided with a newly developed gambling diary and Tools for Self Discovery.

Dunedin:

Our focus is to provide professional counselling for people whose lives are affected by problem gambling and to promote an awareness of problem gambling issues in our community. The aim of this service is to promote the development of autonomy, health, and a sense of justice in the community.

For further information, please contact Lisa Campbell-Dumlu via Email: lisa_campbell-dumlu@nzf.salvationarmy.org

Asian Services, Problem Gambling Foundation of New Zealand

John Wong
PGF - Asian Services

Eleven years ago, Asian Services at the Problem Gambling Foundation started with only three part-time staff offering an Auckland telephone service. They have now grown into a dedicated team offering services in many languages and a national hotline that operates Monday to Friday.

The growth of the Service reflects the need for Asian problem gambling services in New Zealand. A high percentage of Asians living in New Zealand are migrants who arrive in a country that has a legalised casino system. Often bringing their life savings with them, these migrants may not find employment immediately. While trying to adjust to a new life in a foreign country and seeking work, gambling can provide a great opportunity for social gathering, meeting new friends and entertainment.

After a decade of working with Asian communities, Asian Services has developed an integrated approach to their work. They have considerable counselling, social work and public health experience to help in communities and understand the culturally acceptable way to engage with the variety of Asian communities. Asian Services has also joined with a wide range of networks and service providers within the Asian and non-Asian communities to facilitate client referrals.

Early this year, John Wong, Asian Services Director, was awarded a Queen's Service Medal in the 2010 New Year Honours list in recognition of his outstanding contribution to the ethnic community in New Zealand. This award recognises John's hard work, his dedication, commitment and his achievements.



For further information, please contact John Wong on Phone (09) 369 – 1520

Public Health...

Hapai Te Hauora Tapui

Papa Nahi

Hapai Te Hauora Tapui Trust

Hapai Te Hauora Tapui, Maori Public Health specialises in providing strategic advice on public health issues that directly impact on health outcomes for Maori. The vision of Hapai Te Hauora Tapui is to lead public health excellence in Aotearoa, New Zealand.

Hapai Te Hauora Tapui staff members are committed to supporting whanau and hapu development and direct our focus towards Kaupapa Maori practices of delivery and health promotion approaches that are appropriate for Maori. The Problem Gambling team at Hapai Te Hauora Tapui consists of passionate public health kaimahi (workers) - Zoe Hawke, Papa Nahi, Ruth Herd and Donna Tamaariki. We develop and implement problem gambling policy and other public health strategies to contribute to whanau ora at a local and national level. The team provides information, policy development and support to Maori whanau, hapu and iwi and other key stakeholders such as territorial local authorities on gambling related harm, reducing gambling harm, as well as facilitating a Maori voice on healthy public policy decision making and advocacy.

Hapai Te Hauora Tapui is thrilled also to be working with AUT Gambling and Addictions Research Centre and the

Problem Gambling Foundation of New Zealand on the 2010 International Gambling Conference. Additionally, Hapai Te Hauora Tapui along with Niu Development and the Problem Gambling Foundation of New Zealand lead the Problem Gambling Public Health National Workforce Development project. The project has been called 'Te Kakano' (sowing the seed) to highlight how the training intends to further strengthen public health initiatives undertaken by Maori, Pacific and mainstream providers to reduce gambling harm.

For further information, please contact Papa Nahi via phone (09) 520 4796



Our Organisation

Eru Loach

Nga Kete Matauranga Pounamu Charitable Trust

Nga Kete Matauranga Pounamu Charitable Trust is a Maori Health and Social Service based in Invercargill. It provides free services delivered in three sites in Invercargill, and one satellite site in Queenstown.

The organisation started in 2000 when the CEO, Tracey Wright-Tawha (Kai Tahu, Kati Mamoe, Waitaha) identified a need in western Southland as Maori were not accessing Health Services. Nine years later the organisation has grown from its small beginnings into an organisation with ISO Accreditation for Quality Management Systems, providing free services including;

Addictions Counselling, Restorative Justice, Aukati Kaipaipa & Wahine Hapu Smoking Cessation, Mobile Nursing, Tauria Tautoko (Student Support) at the Southern Institute of Technology (SIT), Hikitia (Offender Reintegration), In Work Support, Mirimiri (Massage Therapist), Rongoa (Maori Medicines) & Somazone Healing, Lifeskills, Breastfeeding Support, & Health Promotion.

Eru Loach has been working in Health Promotion Problem Gambling for Nga Kete Matauranga for the last 2 years.

He has worked with Gambling Societies and other key stakeholders such as the Department of Internal Affairs to create a Multi Venue Self Exclusion initiative which is currently being piloted for a year.

Eru has also worked with one of the Invercargill Gambling Societies (ILT Foundation) to create business sized "HELP" cards with local contact details of support services. These cards have been attached to each pokie machine in the ILT Foundations 11 gaming venues.

This year, Eru is working collaboratively with other Health Promoters, stakeholders to improve Community Development and Resiliency.

Organisation Mission Statement:

"Connecting Whanau with Resources, Ideas and Energy for Well Being and Independence."

For further information, please contact Eru Loach on Phone (03) 2145123

Gamble-Free Day

Michelle O'Loughlin
Problem Gambling National Coordination Service

The Story

The first Gamble-Free Day was on 1 September 2005. Delegates at the Community Action on Gambling Conference held in Hamilton in 2004 decided that a national gamble-free day would raise awareness about problem gambling in New Zealand.

The proposal, suggested by Paul Lavulo, of the National Pacific Gambling Project was endorsed by the delegates at the conference and Gamble-Free Day has been an annual event on 1 September since 2005.

Community groups throughout New Zealand are encouraged to take direct action on the day.

In 2010 the Problem Gambling National Coordination Service and Health Sponsorship Council (HSC) will work towards coordinating a national campaign which will help ensure that the public are made aware of the harm problem gambling can cause to our communities.

Discussion has begun at the meeting of HSC Public Health Working Group. I would like to invite your ideas and suggestions on the following suggestions. September 1st will come around quickly; we need input from you and the wider problem gambling sector on how we can implement these ideas in your own communities, including what resources you require. At present a proposal has been tabled as follows:

1. Nationally coordinated campaign
2. Problem gambling service providers to organise a public activity
Could be a concert where the event is easily accessible and seen by the public / or a hangi at a local marae, families picnic in the park, group theatre outing, restaurant discounts.
3. Give Gamble-free Day a profile – e.g. a resource produced to be handed out on the day – a visual prompt that will always be associated with Gamble-free Day like the daffodil day for cancer
4. Suggestions have been put forward on developing a lapel pin using the HSC problem gambling logo. (A gold coin donation could be used – funds raised to be donated to a worthy cause)
5. A survey form to be developed – a questionnaire on awareness of problem gambling to be carried out on the day (student volunteers could be trained and used here – PGF Asian Services have been successful utilising student placements)

6. National collation of the survey – results to be disseminated to the providers.
7. Media (where possible) to advertise and report on the Gamble Free Day activities around New Zealand: HSC to look at a celebrity and/or Minister to endorse the day
8. A Gamble-free day to promote activities that can be enjoyed by the whanau, communities and all of New Zealand, activities that are offered for free to save money or a small donation to a charity that benefits their community (e.g food banks). A Gamble-free day that works towards building healthy communities instead of them spending money on gambling for one day, September 1st – Gamble-free Day.

Any information on similar activities held overseas would be beneficial to have, please email us all information you can gather.

To have an International Gamble-free Day would further highlight the harm caused daily from problem gambling, it is not just our problem. There is strength in numbers, which is why we need to work together to give Gamble-free Day a larger profile and show a unified front.

If you have any further suggestions and ideas please email Michelle O'Loughlin at michelle_o'loughlin@nzf.salvationarmy.org





Louis Smith Taeaomanino Trust

Taeaomanino Trust is a Pacific social service and health provider based in Porirua, Wellington. We work with a wide range of Kiwis to help them achieve their dreams and aspirations in New Zealand. We service mainly Pacific peoples but find that there are other population groups that prefer a Pacific model of support and social work practice.

We support children and families through times of adversity helping them to be resilient, and identify the strengths they have, building on these to support their children and families.

We provide a range of services to families which include:

- Problem Gambling – harm minimisation
- Child and Youth Mental Health
- Alcohol and Drug counselling and programmes
- Social Workers in Schools
- Parents As First Teachers
- Malalamalama – Men’s Group
- Family Start

Problem gambling: sharing our brief journey

We commenced the problem gambling approach to harm minimisation in September 2008. We used the initial period of learning to engaging with the Pacific people within the Taeaomanino Trust circle, the newly formed Porirua Pacific Ministers Forum, and various Pacific communities including the Porirua Strong Pacific Families. We also saw the need to establishing relationships with the territorial local authority (local council); the regional gambling network; local Maori Problem Gambling Provider, Rangataua Mauriora and local people. We also appreciated the Pacific providers’ work at a national level, and the experiences these groups shared with us. We needed these discussions to be frequent and ongoing.

We felt there was sensitivity amongst Pacific people across the spectrum of community. The opportunity to delving into the historical, cultural, traditional and spiritual elements relating to gambling presented a risk. We knew a people or person’s values and beliefs were

being exposed. We needed an appropriate setting for the people to help us understand these sensitivities.

In 2009, we facilitated three community story telling gatherings enabling us to build on what we had heard. We tried to capture this through the following statement: “Gambling: Social and fun? Or is there another story?” We were pleased to co-host two of the forums with Rangataua Mauriora.

We invited people to talk about their journey with gambling activities. We emphasised the importance for people to telling their own story, and not someone else’s. We kept reminding clinicians and government officials that these forums were for sharing stories, and that this is not a time for clinical assessment of someone’s journey or any judgment on what a person was sharing.

We heard men and women from the local tangata whenua; from Samoa, Tokelau, Cook Island, Niue, Tonga, Fiji and Tuvalu sharing stories on how gambling came into their space. They spoke of hardship, abuse, loss of family, money and wellness. They spoke of the ‘harm’ to self, family, friends and work colleagues. One elder described the harm and behaviour resulting from gambling in these terms:

“\$100 to me was nothing to me. I was earning good money. I had a family. It got really bad. I sold my car to get money to go to the TAB. Believe it or not! In the end, I lost 2 families. I learned from my mistakes.”

Others spoke of healing and support through prayer and faith in God. Others were excited when their horses won; or numbers came up; and being ‘blessed’ with a good heart to support a request for a funeral assistance or wedding, or a hardship from a family member. Others shared of having ‘good’ food when Dad won. It was fun and sociable; and being with family.

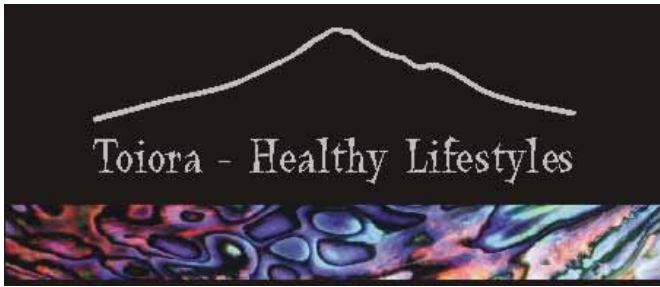
We are very excited but patient with a process that is emerging. This process is defining our care, flair and can-do spirit of the Pacific.

For this time, we are giving the stories time to breathe and shape further thought and action towards strength-base messages. We are continuing to build onto our relationships the ability to provide constructive feedback on harm minimisation documents and local territorial authority TAB and class 4 venue policy reviews.

The journey continues.

la Manuia soifua

Public Health...



Denis McLeod Toiora – Healthy Lifestyles

Offices – 188 Powderham Street, New Plymouth,
Taranaki.

Services – Maori Community Wellbeing.

Denis McLeod – Manager / Chairman National Maori
Problem Gambling Trust.

Donna Leatherby – PHO Public Health Coordination,
Trustee Health Promotion Forum (NZ) Board Member
TDHB Community Advisory Committee.

Darren Hulton – Like Minds Like Mine (Maori)

Kim Hiroti – Auahi Kore / Nutrition & Physical Activity

Nadia Rio – Nutrition & Physical Activity – Traditional
Maori Games.

Rakei Ngaia – Problem Gambling / Physical Activity /
Taiohi.

Current Initiatives:

Empowering Maori Communities (eg Te Heke Ngaru
Oranga – by Kaumatua for Whanau programmes based
at Toroanui, Parihaka.)

Traditional Maori Sports to Maori communities (eg Kura
Kaupapa / Marae).

Targeting Taiohi needs and concerns.

Research participant in projects - Taiohi survey (AUT) and
Problem Gambling (Maori lead project – Te Runanga o
Kirikiriroa.)

Accreditation per Healthcare Aotearoa (Te Wana) –
ongoing.

Staff Professional Development (2009): Donna
completed - Post Grad in Public Health; Rakei 1st
year studies - Certificate in Health Promotion (Otago
University); Kim (Diploma – Te Tohu Mohiotanga. Denis
(Maori Public Health Leadership.)

Recent Activity

One focus of Toiora has been placing emphasis towards
Rangatahi / Taiohi. Working specifically within this
area is Rakei Ngaia (Health Promoter) who has been
developing initiatives providing meaningful activities for
Rangatahi. Below is an example – during the holidays
- turning an untidy space into a piece of art. Cost = a
few cans of paint and a belief in young people. Although



not visible in this photo there is a caption written in both
English and Te Reo Maori which states: “Our Children
are the Leaders of Tomorrow - Ko nga Tamariki, nga
Rangatira o Apopo.”

For further information, please contact Denis McLeod
Email: denis@toiora.net.nz

Public Health...

The kaupapa of Nga Tai o Te Awa Trust is to provide high quality Economic, Social and Public Health services to Maori within our region. The following principles underpin our service delivery and development:

Manaakitanga: Care and support

Whakawhanaungatanga: Accepting of all peoples

Tika, Pono and Aroha: Honesty, Integrity and Respect.

Our Social Service provides employment assistance for rangatahi within our region. Our Economic Development Service provides business and financial services for local Maori businesses and NGO's.

The Public Health Services we provide are:

CAYAD – Community Action Youth and Drugs

Kia Piki Te Ora – All age suicide, Health Promotion

Maori Problem Gambling (MPG) – Policy Development and Health Promotion

Our MPG Team



Dion Rogan – Programme Coordination and Policy Development



Sharna Lee-Packer – Health Promoter

Since 2008, Whanganui has seen a reduction in the number of gaming machines and venues, increased awareness in our local Maori and

WDHB Mental Health services, and the development of strong working relationships with local government and non government organisations and agencies. The following is a sample of some of the mahi we have undertaken.

Sinking Lid Policy

In collaboration with the Problem Gambling Foundation NZ and the WDHB Public Health Unit we were able to work together in gathering support, preparing submissions and presenting to our local council for the adoption of the Sinking Lid Policy. As a result of this hard work the Whanganui District Council adopted the Sinking Lid policy which came into effect in August 2008. This has seen a reduction in the number of gaming machines in Whanganui.

Gamble Free Day

Last year Sharna did a great job in organising and facilitating our Gamble Free Day expo. The day was well received with some very positive feedback given from the public in our effort in raising awareness in our community. Other local health providers were also invited to participate which made the day a very positive and collaborative one.

National Maori Women's Welfare League

Whanganui hosted the Maori Women's Welfare League National Hui in September 2009. This hui provided an opportunity to raise awareness to many kuia and wahine toa from throughout Aotearoa. Many participated in brief screening and a lot of conversation was generated amongst them.



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Community Relationships

The past couple of years have seen our MPG team build some excellent relationships with local government and non government organisations and agencies.

- **Work and Income NZ**
- **Local Budgeting Services**
- **Whanganui UCOL**
- **Other Maori and non Maori Health providers**

These relationships are crucial in the effort of raising community awareness of the harm gambling has on our community. It also gives us an opportunity to raise the profile of the intervention services that are available.

'Nga Tai o Te Awa - Kokiri Whakamua ki Pae Tawhiti'

In pursuit of excellence

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.

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.

The current PHWG membership includes:

HSC – Hannah Crump

National Coordination Service – Michelle O'Loughlin

Te Kakano - Ruth Herd

Helpline – Sue Hohaia

PGF –Andree Froude

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

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.

Health Sponsorship Council (HSC) - Te Rōpū Whakatarairanga Hauora

Marketing healthy lifestyles

The HSC was established in 1990 with the purpose of marketing health and healthy lifestyles to New Zealanders. It is a Crown entity that is government-funded through an agreement with the Ministry of Health.

HSC currently runs several high profile programmes and communication campaigns that encourage those at risk of unhealthy behaviours to make healthier lifestyle choices. To do this HSC draws on the experience and success of commercial marketing and communication techniques to plan, execute and evaluate its programmes. This consumer-oriented approach responds to individual needs and wants and is known as social marketing. It is systematic, staged, underpinned by academic and consumer research, and is directly geared to achieving specific and measurable health goals over the short, medium and long term.

HSC's expertise lies in being a national health promotion service provider with a long-term focus on reducing the social, financial and health sector costs of a number of health behaviours. The HSC is currently has three Programmes of work – Smokefree/Auahi Kore, Sunsmart and Problem Gambling.

For further details about the work the HSC does visit www.hsc.org.nz

Problem Gambling

March 2007 saw the launch of HSC's newest Programme of activity - the Problem Gambling programme. Since that time, our focus has been on raising awareness across the general population about gambling harm and how it effect's all levels of the community. While this will continue to remain a key focus for us through our TV commercials, we are now developing specific tactics for prioritising those audiences that are at-risk and those most likely to influence them. At this time, our primary objectives are:

1. Continue to raise general awareness of gambling harms – to create discussion and debate, increase overall understanding, salience and support of the issue
2. Increase gamblers and affected others understanding of risky gambling behaviours and strategies to prevent and manage them (self-help, family support, use of support services for individuals and families)
3. Increase understanding of and participation in decision making about activities that prevent and minimise gambling harm in their communities

To achieve these objectives, we will continue to use a range of activities:

Continued from page 16...

- Testimonial based tv commercials
 - Radio advertisements
 - Print media
 - Unpaid media opportunities
 - Website and online advertising
 - Merchandise to raise the brand and key messages
 - Resources for service providers
 - Coordinating of the Public Health Working group and associated activities
 - Research to ensure problem gambling activities are relevant to audience needs
- Evaluation and monitoring of our activities to ensure effectiveness
 - Workshops at National and Regional events
 - Work with the industry and services to increase host responsibility

For more information on the problem gambling programme visit www.ourproblem.org.nz

Woodlands Trust

Dr Vicki Fowler

Woodlands Trust is an audited charitable organisation primarily assisting individuals in New Zealand who are suffering from problem gambling. The Trust has a service contract with the Ministry of Health and is based in Christchurch.

Addictive disorders affect millions of individuals from all over the world from all ethnic, socio-economic, cultural, occupational and religious backgrounds. Therapeutic interventions, information and products have to offer individuals "choice" in pursuing treatment approaches that will work effectively for them. You have to be comfortable with the treatment options available to enable the best outcomes to be achieved.

Woodlands Trust offers gambling help, information & counselling to help manage problem gambling around New Zealand.



Dr Vicki
BA., MA (Hons), PhD

Contact Information: enquiries@woodlandstrust.co.nz

Workforce Development...

Te Kakano Project Update February 2010 National Workforce Development, Public Health and Problem Gambling

Ruth Herd Te Kakano

Te Kakano Project is approximately half way through the contract to design and deliver a programme of training for the Public Health/Problem Gambling workforce in Aotearoa/New Zealand. The project is a joint venture between Hapai Te Hauora Tapui Ltd (Maori Public Health) The Problem Gambling Foundation of New Zealand and Niu Development Inc. (Pacific Gambling Project).

The project team consists of Project Manager Ruth Herd, and Zoe Hawke(Hapai Te Hauora Tapui), Cynthia Orme, Pesio Ah Honi Si'itia and John Wong (PGFNZ), Pefi Kingi QSM(Niu Development Inc.), with additional expert advice from Associate Professor John Raeburn QSM(Auckland University of Technology) and Dr Lorna Dyll QSM (University of Auckland).

Our team has worked together previously on the Te Ngira Work plan (2004), which developed a framework for delivery of public health services with a unique Maori cultural approach; Te Ngira symbolised the sewing together of many cultural strands who experience problem gambling in Aotearoa/ New Zealand.

Te Kakano project brings the Te Ngira framework together with the 3G plan comprising Education, Community Action and Harm Minimisation which was developed by Professor Raeburn and modified by the group to adopt a Whanau Ora philosophy. The name Te Kakano springs from this philosophy, 'Ruia te Kakano, Hei Oranga Whanau' -Sowing the Seeds for Community Wellbeing.

A needs assessment of the current workforce was completed in late December and the team met several times over the past few months to analyse the results and design a programme which is appropriate and will meet the needs of the workforce, past, present and future. A key feature of the training is an E-learning hub, which will be launched toward the end of March or early April.

Professor Raeburn is leading a public health workshop at the International conference 23rd February in Auckland

and will workshop some of the features of the Te Kakano programme, while Project Manager Ruth Herd will present on Friday at the conference on features of the E-Learning Hub. Pacific Gambling Project manager Pefi Kingi is facilitating dedicated Pacific workshops at the Indigenous Symposium on Problem Gambling in Rotorua February 16-17, 2010. All of the members of the team are presenting at the conference and symposium on problem gambling related topics.

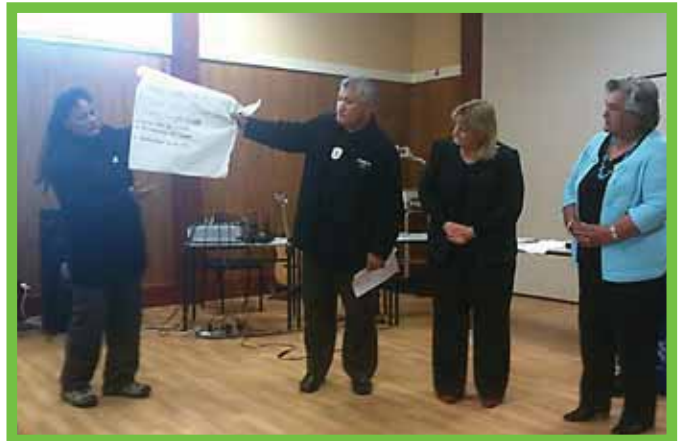
The training will be available to all current employees of problem gambling service providers, and the group is considering the possibility of opening the training to the wider public health workforce in the future. In the meantime we are still open to suggestions or requests for specific training needs.

Te Kakano has been very fruitful - John Wong has a new baby grandson and Zoe and Jason Hawke are awaiting the imminent arrival of their baby any day now.

Mauriora,

Ruth Herd (Project Manager/Consultant)
Te Kakano Project, Hapai Te Hauora Tapui Ltd

For further information, please contact Ruth Herd via email r.herd@auckland.ac.nz



Workforce Development...



Profile: ABACUS Counselling, Training and Supervision Ltd

Alison Penfold

ABACUS Counselling, Training and Supervision Ltd

Abacus Counselling, Training and Supervision Ltd (ABACUS) is an NZQA registered, private training establishment first formed in 2002. The four principals, Alison Penfold, Sean Sullivan, Mike Goulding and Mary Anne Cooke are health practitioners with long term experience in treatment of problem gambling, alcohol and other drug problems, behavioural addictions, and management of addiction services.

ABACUS operates throughout New Zealand, with its head office in Ponsonby, Auckland, and has representation also in Wellington through its Wellington director, Mary Anne Cooke. Alison Penfold has the human resources responsibilities; Mike Goulding is the South Island director, and Sean Sullivan, director for research. Although ABACUS principals regularly travel nationwide to deliver training and other work, ABACUS also works with a wide range of consultants throughout New Zealand. ABACUS staff and Project Consultants, comprising qualified social workers, a registered psychologist, a psychiatric nurse and administrative assistants, are able to provide consumer (AOD) and multicultural representation for project work, particularly Asian, Maori and Pacific People.

Our existing relationship with the Ministry of Health continues to evolve, providing orientation, training and mentoring support for all mainstream, Kaupapa Maori and Pacific problem gambling treatment services throughout the country. This also includes training in the clinical interpretation and management of the new database requirements; working alongside the National Coordination Service, organising training schedules for the sector, and involvement in the alignment of problem gambling competencies with AOD and Smoking Cessation.

Throughout 2008 and 2009, ABACUS worked in partnership on a pilot project funded by the MOH, to provide training to AOD services on Effective Interventions for clients who are offenders. Matua Raki and Te Rau Matatini managed the project, and the pilot which was

completed at the end of 2008, was very successful. As a result, the trainings were extended to AOD services throughout the country in 2009.

For a number of years, ABACUS has worked with Counties Manukau District Health Board, supporting this DHB in reducing alcohol and drug concerns for its patient population. ABACUS has been offering brief and early interventions along with the mentoring of natural communities within this area, providing alcohol and drug training and brief screening capabilities that are particularly culturally significant for Maori and Pacific peoples. Through this work, ABACUS has also developed a partnership with Penina Health Trust. From the inception of this Pacific health service (AOD treatment), ABACUS has assisted with training and supervising their new AOD staff for this service provision.

ABACUS continues to provide Host Responsibility training regarding problem gambling awareness for the New Zealand Racing Board and other smaller charitable trust establishments. In its eighth year, this project continues to attract increased interest for training, with these courses provided annually throughout New Zealand.

ABACUS principals and counsellors continue to carry private caseloads in clinical and supervision services. Internet pornography addiction has also been an emphasis in the clinical services provided. We also continue to be engaged in short course training initiatives for Motivational Interviewing, CBT, Suicide Prevention, and De-escalation techniques, throughout the country.

Office: 8 Pompallier Terrace, Ponsonby, Auckland, New Zealand
Mail: PO Box 90710, Victoria Street West, Auckland 1142
Phone: 09 360 6957
Fax: 09 360 635
Email: abacus@acts.co.nz
Web: www.acts.co.nz

For further information, please contact ABACUS via Email: abacus@acts.co.nz

Public Health/Interventions...

RANGATAUA MAURIORA TU TE IHI - PROBLEM GAMBLING SERVICE

Raewyn Klenner
Te Runanga O Toa Rangatira

Tu Te Ihi provides the problem gambling service delivery arm for Rangataua Mauriora which is a Primary Mental Health and Addictions Service catering for whanau who have issues with Alcohol and other Drugs, Primary Mental Health, Problem Gambling and Rangatahi Mentoring.

We provide a free and confidential service for people and their families, experiencing any gambling related harm. The service covers the Wellington region and our office site is based in the Cannons Creek community in Porirua.

Mere Elkington and Hinemoa Metekingi have been with Tu Te Ihi – Rangataua Mauriora since February 2004, collaboratively working together in the delivery of the Public Health Programs and Intervention Clinical Service. Peti Waaka, our new kaimahi, started 26th January 2010. She graduated from the University of Auckland in 2007 with a Bachelors of Health Sciences. Peti's expertise and passion for Public Health work will enhance our Problem Gambling service's capacity to strategically cater for Problem Gambling needs in the community.

What makes Tu Te Ihi - Rangataua Mauriora unique is that we are Iwi based at Takapuwhia Marae, Porirua – under the governance of Te Runanga o Toa Rangatira Inc. The runanga established the Ora Toa PHO and provide a wide range of services that enables kaimahi to easily facilitate accessibility to essential health services where whanau needs or issues can be met immediately such as:

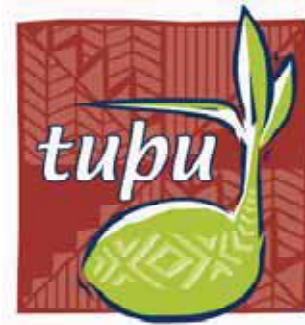
- GP Medical Services
- Dental Services
- Nutrition and Physical Health
- Ora Toa Health Service – Outreach Programs
- Gym
- Psychology Services
- Mental Health services

These services are delivered by an organization that is committed to excellence in clinical care and improved health outcomes for service users. The Maori values offered by Kaumatua of Ngati Toa at the inception of the Runanga underpin all aspects of service provision. Tihei Mauriora.

For further information, please contact Raewyn Klenner Email: raewyn@rmauriora.org.nz



Interventions...



This is to acknowledge the challenges we have had as individuals, as a PACIFIC service and community on the passing of Matua Papali'itele Tanumafili Toso, the passing of two of our staff members fathers and also the Tragic disaster of the Tsunami that devastated Tonga and Samoa. These events have affected the Pacific Community as we bond together in prayer. We are all resilient people whom support each other.

Tupu have had a busy year in 2009 with the gambling audit, building on community satellites and evening community support groups are full in capacity and running successfully in our neighbourhood. Tupu have relocated half the team in Otahuhu with Faleola Pacific Mental Health and the Cottage mental health services.

During the year Tupu have been involved in wider organisation planning days and also our yearly team building events have helped with maintaining the team spirit, coping with the recession/restructuring and the heavy workload.

ABACUS- Alison & Mike have been visiting Tupu in 2009 training us on the CLIC DATA SYSTEM and capturing Gambling information when working with Pacific problem gamblers and affected families. Our gambling leaders Kotoni Feao (Tongan) and Malo Silailai (Samoan) have improved access, networking and staff knowledge of how to use CLIC. Their work ethic and passion has shown the torch light for our team in improving our gambling contract. I would also like to highlight that Kotoni and Malo have passed their exams/studies in 2009.

Our team is looking forward to 2010 and the exciting conference in February 2010. We will be presenting at The International Conference hosted by AUT, PGF and Hapai Look forward to seeing you all there!

We would also like our Niu TuPu joint pacific agencies meeting to restart IN 2010. We encourage you to refer Pacific people affected by gambling and alcohol/other drugs on (09) 845 1810 or fax (09) 845 1840.



Gambling and Addictions Research Centre

Rebecca Coombes

AUT Gambling and Addictions Research Centre

www.aut-grc.ac.nz

The Director of the Centre is **Professor Max Abbott:**
max.abbott@aut.ac.nz

The Coordinator of the Centre is **Rebecca Coombes:**
rcoombes@aut.ac.nz

The Gambling and Addiction Research Centre is one of five research centres located within the National Institute for Public Health and Mental Health Research, Faculty of Health and Environmental Sciences at AUT University.

Recent Ministry of Health funded projects have included an evaluation of current Ministry of Health funded problem gambling intervention services in New Zealand, and a pilot investigation into the effectiveness of gambling venue exclusion processes in New Zealand. Previous projects conducted include a review of problem gambling screening and assessment instruments with recommendations for the New Zealand problem gambling treatment context, an investigation into the motivators and barriers to accessing problem gambling treatment services, the addition of a large gambling element of the longitudinal Pacific Islands Families study investigating child health and development and a formative investigation into the links between gambling and crime (in particular unreported crime) in New Zealand. Once research projects are finalised the full reports are available on our website www.aut-grc.ac.nz

Centre staff are also involved in large-scale epidemiological research programmes in Sweden and Australia. The centre is starting a number of new projects this year, one of which is looking at the early identification of casino potential problem gamblers.

The Gambling and Addictions Research Centre is currently working with the Gambling Helpline to conduct a research project to evaluate the effectiveness of a well developed and documented brief intervention for problem gambling and extensions of it. The study breaks new ground by moving evaluation from efficacy testing with volunteers to an assessment of effectiveness with problem gamblers who seek help. In addition to evaluating three well-defined models relative to standard care in New Zealand, it will identify which are more effective for a variety of client groups, including the major minority ethnic and other high-risk groups. A further aim is to describe what 'standard care' actually is and evaluate its effectiveness relative to a defined intervention assessed previously in a well conducted randomised controlled trial (RCT). The study will also form the first module of a multi-site international clinical trial.

More information about this study and results from the Exclusion and Evaluation projects will be presented at the International Gambling Conference being held 24-26

Feb 2010. This conference is being run in partnership between the Gambling and Addictions Research Centre at AUT University, Problem Gambling Foundation of New Zealand and Hapai Te Hauora Tapui Ltd.

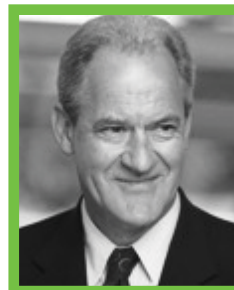
Immediately preceding the conference there is the International Think Tank on Gambling Research, Policy and Practice. The Gambling and Addictions Research Centre at AUT University, along with the Gambling Helpline host this forum of invited attendees with the vision of an international network of scientists, researchers, policy makers, service providers, socially concerned gambling industry members and interested others collaborating to advance understanding of gambling as an issue for public health and social/economic development.

The Centre also:

- Disseminates research-based information through publications, seminars and mass media
- Advocates evidence-based gambling policy and service provision
- Develops and provides education programmes in conjunction with problem gambling service providers and the gambling industry
- Works collaboratively with the other research organisations and stakeholders to further the mission and objectives of the Centre.

AUT University also offers education programmes in **Gambling Studies and Addictions Graduate Certificate and Graduate Diploma in Addictions**
Contact - Dr Helen Warren: hwarren@aut.ac.nz 0800 AUT UNI (0800 288 864)

Profiling the Centre's staff:



Professor Max Abbott's early research was on assessing alcohol-related cognitive impairment and its impact on treatment participation and outcome. In 1991 he completed, with Dr Rachel Volberg, the first national pathological gambling prevalence survey. Since then he has retained an involvement

in problem gambling research, alongside research on migrant adaptation and health and other areas within public health and mental health. Professor Abbott considers his major contributions to be to advocacy, community development and public sector management. Most of his research is applied and related to other professional and community involvement.

Continued from page 22...



Dr Jason Landon has joined the GARC team this year and is a Senior Lecturer in the Department of Psychology at AUT University. He has particular expertise in behavioural research methodologies, and the analysis and interpretation of behavioural and psychological data. Previously he was a Senior Advisor Problem Gambling with the Ministry of Health, and now

teaches and conducts research across behavioural, biological and health psychology.



Rebecca Coombes is a Senior Research Officer and the new Co-ordinator of the Gambling and Addictions Research Centre at AUT University. Many service providers have met and worked with Rebecca during her six years working at AUT University in the area of gambling research. Prior to AUT Rebecca worked on independent research

through Massey University and has considerable experience with project and event management while working at The University of Auckland.



Katie Palmer is a Research Officer in the Gambling and Addictions Research Centre at AUT University. She is involved in interviewing and assisting in the day-to-day operations of the Effectiveness study of problem gambling standard and brief interventions and other projects conducted by the Centre. Prior to AUT Katie worked as a Research

Executive for a private research agency assisting with primarily social research projects for public sector clients.



Hannah Thorne is a Research Officer for the Gambling and Addictions Research Centre at AUT University. Her background is in psychology, with research experience in the areas of self-esteem, discrimination, and obesity. Prior to working at AUT, Hannah was part of the Leadership Development Programme at Statistics New Zealand.

ADJUNCT PROFESSOR

Rachel Volberg, PhD

President, Gemini Research, USA
Jan McMillen, PhD
Australian National University

RESEARCH ASSOCIATE

Maria Bellringer, PhD

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For further information, please contact Rebecca Coombes via Email: rcoombes@aut.ac.nz



Resources...

Teaching You How to Fish: Using Problem Gambling Information Successfully.

Glenda Northey Problem Gambling Foundation of New Zealand

The Problem Gambling (PG) Library has been operating now for over 5 years and has evolved from its original function of a print based library to the provision of virtual information for many of its clients. The recently launched web based online library catalogue means that clients can quickly locate and order material they require 24/7. There is a 12 hour response time for information requests.

One of my key tasks this year is to try to convince those of you who feel you are capable of finding all the information you need yourself from on the web just how important the library is as a free resource, and how important it is to be able to effectively evaluate the information accessible on the web. In other words I need to teach you how to fish.

Information on the Internet is produced by many facets of society. There are the zealots and the uninformed as well as those who know what they are talking about. So, how do you hook the real fish? The library provides brochures for the uninitiated on how to search the web, on what should you check for when using a web site and how to ensure that what you quote is an unbiased truth. There is nothing worse than being questioned by the Gambling Industry over something you wrote and finding out that you had it all wrong.

By marketing the library more widely, I hope to hook in those prospective users and occasional customers and get them using the library on a regular basis to find the information they need to produce evidence based arguments against harmful gambling. Those who use the library webpage regularly have discovered the ease of finding the information they need to advocate for their organisations and their clients.

The library is currently running a competition and the winner will get a copy of Lynette Whale's book about her life while playing the 'Pokies'. To enter go to the News section of the library webpage at <http://www.pgfnz.org.nz/Latest-News/0,2733,13332,00.html> answer the questions, fill out the questionnaire with your details, and email it to me. The competition closes on March 12th 2010.

The PG library is available at www.pgfnz.org.nz/library/

Please make use of the library and its services to support your next submission or your work to eliminate harm from gambling.

For further information, please contact Glenda Northey on Phone (09) 369 1520

Top-of-the-South Problem Gambling Services Te Kahui Hauora o Ngati Koata Trust and the Problem Gambling Foundation.

Based in Nelson City, but covering the top-of-the-south, Te Kahui Hauora o Ngati Koata Trust (TKHNKT) is a Maori Health and Social Service who work successfully in partnership with the PGF to provide a range of Clinical and Public Health services. This partnership has proven to be the key to success, having decided on following a partnership model of working towards similar issues, rather than a more typical competition model. Mathew McMillan is the key worker for TKHNKT and operates both Clinical and Public Health roles and works closely with Dr. Phil Townshend of the PGF. Phil has a number of roles and interests, including providing clinical services, being part of the PGF management team and being a member of the Expert Advisory Group (EAG) on Preventing and Minimizing Gambling Harm.

Both Mathew and Phil have a background in general addiction, which has provided them with a good grounding to provide a range of effective interventions to those affected by Problem Gambling. Mathew and Phil believe that their key to success in providing both effective clinical and public health services has been the focus on building relationships with others in the gambling arena, including with the gambling industry, and with local providers of health and social services such as the Nelson-Marlborough Alcohol and Drug Service, Department of Justice Services and the Budget Advice Services, to name a few.

Some of our particular areas of interest and success have been the:

- development of an Multi-venue Exclusion System (MVES) effective Exclusion System in the area
- co-production of Interactive DVD
- development of effective screening programs
- development of effective partnerships with other Health, Justice and Social services



Above: Phil and Mathew display the DVD that PGF and TKHNKT co-produced.

To contact either Mathew or Phil:

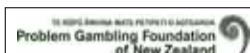
Nelson Problem Gambling Services

50 Halifax St

Ph: +64 3 5482230

Fax: +64 3 5482969

Email: gambling@koata.iwi.nz phil.townshend@pgfnz.org.nz





Raukura Hauora o Tainui

Te Piringa Tupono Gambling Services

Grant Reihana **Raukura Hauora O Tainui**

Raukura Hauora O Tainui is a Non Profit Iwi (tribally) based organisation offering a range of cost effective Health Services to all people. We strive to provide services of the highest quality.

Mission - People in Tainui, Living a life of quality and wellbeing regardless of age.

Purpose - To give efficient and quality healthcare and wellbeing services to all people residing in the rohe of Tainui.

Philosophy - “Mehemea karekau ana He whakakitenga, ka mate te Iwi” Where there is no vision the people will perish.

Services that are offered:- Community Alcohol and others Drugs Addiction services (for youth and adults), Alcohol and other Drugs Addiction Residential services (male adults), Mental Health Services, Iwi Support, Whanau Advocates, Mental Health Forensic Residential Services, Medical Clinics, Public Health Promotions, Breast and Cervical Screening, Smoking Cessation, Suicide Prevention and Problem Gambling Services.

Te Piringa Tupono is a FREE service for whanau, whose lifestyle has been disrupted as a result of either their own or someone elses Problem Gambling. Our aim is Preventing and Minimising Gambling Harm.

Our Principles - Guidelines for working relationships:- Equality & Partnership, Empathy, Empowerment, Encouragement and Support.

Our Team: Consists of 3 staff who undertake the roles of Gambling Assessors, Facilitators.

To fulfil our Contractual obligations with the Ministry of Health and combined with the philosophies behind Raukura Hauora O Tainui, Te Piringa Tupono Gambling Services incorporates a Whanau Ora/ Holistic approach within the model of Te Toi o Mataariki which is known as an “Awakening” Model. It works on the concept that in order to realize your need for change, one must understand who they are as individuals, whanau member, culture and community.

An assessment is completed to ensure the best service is provided and one or more of the following is offered:- One to one or couple counselling, 10 Week Community Programmes and Follow-up Support. Other Support Areas can include information in Te Reo Maori me Tikanga Maori, Self Care, Housing, Budgeting, Education, Employment along with other internal services within Raukura Hauora O Tainui dealing with both Government and Non Government agencies.

Through out this process we will listen and talk with whanau by hovme visits or wherever they feel most comfortable. We will access information, support groups and courses to meet their specific needs. With our support and guidance, whanau will decide what changes they would like to make and design small achievable goals.

For more information we can be contacted on 09 263 8040 or email enquiries@raukura.com or visit www.raukura.org.nz



The Department's Role in the Gambling Sector

Neove Christoforou
Department of Internal Affairs
- Te Tari Taiwhenua

The Department of Internal Affairs undertakes a wide range of regulatory roles - one of which is gambling. The Gambling Compliance Group (GCG) is a specialist group responsible for achieving compliance with New Zealand's gambling laws. The group, led by Director Mike Hill, continues to take a lead role in shaping the future of gambling.

"A coherent legislative framework is the basis for all the work that the GCG does. This consists of the Gambling Act 2003 and other instruments under the Act including licence conditions, game rules and minimum operating standards - all of which are developed by the GCG," said Mike.

The Department provides policy and strategic advice to the Minister and undertakes research and other initiatives to ensure that New Zealand's approach to gambling stays relevant and effective.

The GCG seeks to ensure that the proceeds of Class 4 gambling - gaming machines in pubs and clubs - benefit the community (operators must apply net proceeds to authorised purposes), and that gambling is fair, honest and lawful and harm is minimised. It also regulates casino gambling, to ensure operators provide an environment where harm and criminal activity is minimised.

Responsibilities

Responsibilities include licensing Class 4 gambling activities, and, when processing licence applications, assessing the suitability of certain persons seeking to work for gambling providers. The group also certifies all gambling-related casino employees. By keeping licensing details accurate and up-to-date it can ensure gambling activity is legitimate and those who provide it are suitable.

"For example, last year the Secretary proposed to cancel a venue licence because the Secretary was not satisfied the venue manager was a suitable key person in terms of section 68 of the Act ('Determining suitability for Class 4 venue licence'). The licence was then surrendered by the society," said Mike.

The GCG audits gambling operations and investigates possible non-compliance and offences, taking a range of enforcement actions including prosecution. These activities are supported by a focus on those who fail or refuse to comply with the regulations, or who engage in dishonest or criminal practices, for example, theft of grant funds, using forged documents or providing credit to a gambler.



Te Tari Taiwhenua

"Last year, the group had several successes in relation to Gambling Commission appeals - most notably the Kiwi Community Trust (refusing to renew its operator's licence because the society was not financially viable and failed to make the minimum return to authorised purposes) and the Eureka Trust (suspending five of its Class 4 venue licences for failing to notify changes in venue operators and managers)," said Mike.

It's a challenging sector to regulate and the GCG recognises the need to work with gambling operators, problem gambling service providers, and others in the community with an interest in gambling issues, so it can be informed about issues in the sector and effectively consult over gambling related decisions.

Harm prevention

The GCG has a key role in addressing problem gambling and continues to work in partnership with the Ministry of Health to prevent and minimise gambling related harm, and the New Zealand Police and other enforcement / regulatory agencies.

"The group is taking a collaborative approach to addressing issues at a local level, building networks within local communities and better understanding gambling concerns from a community perspective. Understanding the needs and vulnerabilities of particular communities will help the GCG better target its compliance activities," said Mike.

A pilot for the Community Engagement Model was conducted in Christchurch East during October 2008 and March 2009, and profiles have since been developed for Porirua, Northland and Dunedin. Last year the GCG held a series of regional forums to engage further with the industry in Auckland, Christchurch, Dunedin and Wellington.

"It was a good opportunity to discuss compliance and educational initiatives and introduce the new late banking policy, which increases accountability for societies to meet legislative requirements under the Act. The group plans to hold more forums later this year," said Mike.

The GCG has been running national mystery shopper visits to test venue compliance for minimising and preventing gambling harm, among other things. Mystery shoppers are used randomly and without warning. The group found reasonable levels of compliance, but as a result took some enforcement action.

The GCG developed a Harm Minimisation Venue Assessment Checklist for operators to self-check levels of compliance against the Act and Harm Prevention and

Continued from page 26...

Minimisation (HPM) regulations. For example:

- ensuring there is a policy for identifying problem gamblers
- staff are trained in problem gambling awareness
- self-exclusion procedures are readily available and applied by staff
- pamphlets containing information on the odds of winning are displayed
- mechanisms are in place to prevent under-18-year-olds participating in gambling.

“Gambling operators must provide information and assistance to people who they have reason to believe may be problem gamblers. They have the ability to issue exclusion orders prohibiting such people from entering the gambling area. Breaches of exclusion orders can result in convictions,” said Mike.

Gambling inspectors occasionally find staff members on duty who have little or no training in HPM matters. Under the Act, a properly trained person must be present at the venue at all times that the gaming machines are in operation. Failure to do so can lead to the suspension of a venue licence.

The GCG has a set of Internal Policy Guidelines for HPM and Responsible Gaming. These provide the framework in which the group can identify and determine appropriate regulatory responses to any HPM and responsible gambling implications arising from internal or external gambling initiatives or developments, including new technology.

The group recently implemented player information displays (PIDs) on all gaming machines in New Zealand. PIDs are a HPM initiative that provide information on

a player’s session and help players to manage their gambling. There should not be any machines operating without PIDs in New Zealand.

Technology

The GCG develops technical standards for gaming equipment, to ensure equipment can be operated legally and is secure from tampering or manipulation. The Electronic Monitoring System (EMS) can be used remotely to control, disable and enable gaming machines where equipment is faulty or been tampered with.

“The EMS plays a vital role in aiding and ensuring compliance, as it obtains accurate and timely information about gaming machine usage. For example, the amount of money gambled, the amount required to be banked, and the location and number of machines in New Zealand,” said Mike.

The group continues to develop its Integrated Gambling Platform (IGP), an information technology initiative to enhance licensing systems (with a new electronic regime), information-gathering, analysis and reporting. This includes a grants database to monitor funds returned to the community.

“The group’s desired outcome for the sector is that communities are more satisfied with the way harm and benefit associated with gambling are managed,” said Mike.

To keep up-to-date with the GCG’s recent work and significant issues in the gambling sector, read the quarterly Gambits newsletter, or free phone 0800 25 78 87.



Harm Minimisation and Prevention...

Te Herenga Waka o Te Ora Whanau: Indigenous Problem Gambling Symposium - Rotorua - 15th - 17th February 2010.



Te Herenga Waka o Te Ora Whānau

Denis McLeod

Te Herenga Waka o te Ora Whanau

E nga mana, e nga reo, e nga maunga, e nga pataka o nga taonga tuku iho tena koutou kia ora tatou.

In 2002 following much korero / discussion amongst Maori associated with gambling, Te Herenga Waka (THW) became legally constituted as a Charitable Trust, with its clear purpose being: "to reduce all forms of harm to whanau, hapu, iwi and Maori communities in New Zealand caused by gambling within these groups."

Despite having developed a strategic plan, one continual obstacle related to resourcing THW, to ensure its functional activities to effectively function persisted.....in more planer language 'we run on the smell of an oily rag.'

To date the numerous activities completed include Research projects, Ministerial submissions and the completion of individual projects on an 'as required' basis. Currently the prime functional role of THW remains as being a conduit that assists others to contribute towards our stated purpose – "reduction of gambling related harm for Maori."

Governance responsibilities are fulfilled by 5 Trustees who have been endorsed by Iwi, thereby providing a very clear line of responsibility to Maori. Membership is an 'open' process. If Maori have an idea / project that linked to our purpose, then THW will provide tautoko to assist. Project ownership does not necessarily remain with THW – its focus is towards empowering Maori communities. On an individual basis THW have provided tautoko for Maori who completed their Doctoral studies and other academic achievements.

The Inaugural International Indigenous Symposium held recently at Ohinemutu, Rotorua is another example of THW taking initiative. THW achieved formalized



Indigenous Problem Gambling Symposium
Te Ururoa Flavell MP Rotorua

relationships with Pacific Island provider community, Health Sponsorship Council and provided support to various projects, the recently completed 'Whakatau Mai Raa' research headed by Te Runanga o Kirikiriroa being an example.

Key personnel associated with THW include:

- Chairman: Denis McLeod (Taranaki);
- Doctor Lorna Dyal (Ngati Maniapoto) contribution in research;
- Ruth Herd (Taranaki) contribution in Workforce Development;
- Doctor Laurie Morrison (Te Arawa) contribution in research;
- Monica Stockdale (Ngati Kahungunu) contribution in clinical expertise;
- Layla Lyndon-Tonga (Nga Puhi) contribution in Health Promotion.

THW provides up dated information per electronic newsletter and has recently developed a website: www.herengawaka.maori.nz (the current website format has been dedicated to the Symposium – content will change once Symposium completed.)

For further information, please contact – Chairman Denis McLeod via Email: denis@toiora.net.nz



Indigenous Problem Gambling Symposium
Chief Yellow Hawke

GAMBLING COMMISSION

Blair Cairncross The Gambling Commission

The Gambling Commission is an independent statutory decision-making body established under the Gambling Act 2003.

The Commission, which is comprised of five individuals, has a mixture of judicial and advisory functions in relation to gambling and the gambling sector. The functions most regularly exercised by the Commission are as follows:

- **First, the Commission acts as a licensing authority in relation to casinos. This usually takes the form of the Commission either amending casino license conditions or granting approvals under them. For example, if a casino wants to change the type of games it offers, or their location on the gambling floor, it applies to the Commission to do so.**
- **Secondly, it is an appeal authority for licensing and enforcement decisions taken by the Department of Internal Affairs in relation to gaming machine operators. That is, operators of non-casino gaming machines have rights of appeal to the Commission against decisions made by the Department in circumstances including loss of license and the addition of license conditions.**

- **Thirdly, the Commission is a consultative and advisory body, which consults and reports on the problem gambling levy and also advises the Minister of Internal Affairs.**

The Commission exercises its functions alongside, but independently of, the Department of Internal Affairs and the Ministry of Health. In relation to casinos, the Department has responsibility for operating and equipment standards, game rules and compliance, and in relation to non-casino gambling it has the primary licensing and enforcement functions.

The Ministry of Health is responsible for developing and implementing an integrated problem gambling strategy, including a strategic plan, a service plan and levy calculations. The Ministry recently developed its strategy for the next six years.

Every three years, following consultation and consideration, the Commission makes recommendations to the Minister on the total amount of the problem gambling levy and its allocation across industry. The Commission's last report in November 2009 broadly supported the Ministry's proposals.

For further information go to The Gambling Commission website: www.gamblingcom.govt.nz



Ministry of Health National Problem Gambling Team



Introduction

The Ministry of Health (the Ministry) is the department responsible, under the Gambling Act 2003 (the Act), for the funding and co-ordination of problem gambling services. The cost of developing, managing and implementing the integrated problem gambling strategy is funded by an appropriation to the Ministry of Health. The problem gambling levy – a levy on gambling operators – reimburses the Crown for that appropriation, ensuring that these costs are fiscally neutral to the Crown.

The Ministry is also the department responsible, under the Act, for the development of an integrated problem gambling strategy focused on public health. The Act states that the strategy must include:

- measures to promote public health by preventing and minimising the harm from gambling;
- services to treat and assist problem gamblers and their families and whānau;
- independent scientific research associated with gambling, and
- evaluation.

A dedicated team – the National Problem Gambling Team (NPGT) – manages the funding and coordination of problem gambling services and activities within the Ministry. This includes a number of roles across policy and service development, contract management, research and evaluation planning and the management of data and information.

Policy Development & Analysis

Policy analysis is a key deliverable for the NPGT and a range of mechanisms are adopted to ensure the team is well connected with all sector stakeholders. The policy analysis role includes the provision of advice and information on problem gambling to Ministers, other government agencies, and sector stakeholders. The policy analysis role also plays a central role in the development of the integrated strategy, and undertakes various special projects.

Whānau ora

Māori whānau experience greater disparities across the board such as lower life expectancy, higher tobacco usage, problem gambling prevalence and poor health outcomes. Realising Māori potential to help improve health outcomes is the goal of Whānau ora.

Whānau ora involves facilitating positive and adaptive relationships within whānau and recognising the interconnectedness of health, education, housing, justice,

welfare and lifestyle as elements of whānau wellbeing. It is recognised that the health system has not worked as well for Māori whānau as it could, with disparities across the board such as lower life expectancy, higher tobacco usage, problem gambling prevalence and poor health outcomes

The strategic plan for preventing and minimising gambling harm sits within and alongside a range of Ministry strategic documents, including:

- He Korowai Oranga
- Whakatātaka
- Te Puāwaiwhero
- Statement of Intent 2009 – 2012.

The high-level aims of these approaches are for Māori families to be supported to achieve their maximum health and wellbeing. Whānau ora provides an overarching principle for recovery and maintaining wellness.

Contract Management and Support

The Ministry's contracted public health and intervention services provide a comprehensive approach to service delivery along the continuum of best practice health delivery – from personal health through to primary prevention initiatives. Each component is supported by an independent needs assessment, and national and international evidence in psychotherapeutic intervention and public health literature.

Services include both primary and secondary prevention services including ones with a dedicated Maori focus and a dedicated Pacific focus. There are three national providers; The Salvation Army, The Problem Gambling Foundation (PGF) and Lifeline Ltd. A service specifically for Asian clients is run through PGF Gambling Helpline, as a subsidiary of Lifeline, runs a 24 hour telephone information and support service.

There are a number of other contracts for services that the Ministry manages that support the delivery of the frontline service contracts which include workforce development and training; a national co-ordination service, independent audit programmes and an education and awareness campaign.

Data and Information

The Ministry collects problem gambling intervention service user presentation data through the client information collection system (CLIC). Presentation data refers to the number of client sessions that have been delivered by providers across the 4 contracted

Continued from page 30...

intervention service categories that the Ministry funds through its contracted providers: ie: brief intervention, full intervention, facilitation and follow-up activity.

A number of tools were also developed to assist and support problem gambling intervention service providers in their understanding and implementation of the revised service delivery model and the data collection system and how these relate, in practice, to their actual service delivery. These tools include the Intervention Service Practice Requirements Handbook and the Data Management Manual.

Analysis of service user data is a significant aspect of the outcomes and monitoring framework. The results of data analysis provide useful trends or exceptions in service utilisation and are used to enhance performance monitoring and service delivery.

In addition, the Ministry is committed to the need for innovative and targeted approaches to public health activity, with clear and comprehensive reporting on these activities.

Research & Evaluation

The Gambling Act 2003 requires the Ministry's integrated problem gambling strategy to include independent scientific research, and evaluation, to provide evidence of efficacy for intervention and public health service delivery. This evidence is also used to improve the Ministry's understanding of the impact of gambling on high-risk populations, risk and resiliency factors relating to the incidence of problem gambling, and the effectiveness of the Government's response to minimising gambling harm.



Indigenous Problem Gambling Symposium
Barbara Phillips 2nd left, with Service Providers



Indigenous Problem Gambling Symposium
Honourable Tariana Turia - Co Leader, Maori Party.



What's Happening...

Proposed Calendar of Events for 2010

27th December – 16th January 2010	<i>HSC: Social Marketing TV and Radio Advertisement</i>
26th January 2010	<i>Abacus: Maori Problem Gambling Clinical Training - Rotorua (Re-scheduled November 2009 training)</i>
15th – 17th February 2010	<i>Te Herenga Waka o Te Ora Whanau: International Indigenous Problem Gambling Symposium - Rotorua</i>
22nd – 23rd February 2010	<i>AUT and Gambling Helpline: Think Tank - Auckland</i>
23rd – 26th February 2010	<i>Problem Gambling Foundation of New Zealand, AUT and Hapai Te Hauora Tapui: International Gambling Conference 2010 – Auckland</i> Please note: Pre Conference Workshops to be held on the 23rd February
14th– 27th March 2010	<i>HSC: Social Marketing TV and Radio Advertisement</i>
25th – 26th March 2010	<i>Te Kakano: National Provider Problem Gambling Public Health Training - Auckland</i>
15 – 16 April 2010	<i>National Coordination Service: National Pacific Fono (15th April) - Auckland</i> <i>Te Kakano: Pacific Problem Gambling Public Health Training (16th April) - Auckland</i>
6th – 7th May 2010	<i>National Coordination Service: National Asian Forum (6th May) - Auckland</i> <i>Abacus: Asian Problem Gambling Clinical Training – (7th May) - Auckland</i>
13th – 26th June 2010	<i>HSC: Social Marketing TV and Radio Advertisement</i>
21st – 23rd July 2010	<i>National Coordination Service: Annual National Provider Forum – Wellington</i> <i>Abacus: Problem Gambling Clinical Training – Wellington</i> <i>Te Kakano: Problem Gambling Public Health Training – Wellington</i>
22nd – 25th September 2010	<i>Cutting Edge Conference</i>
27th – 29th October 2010	<i>National Coordination Service: National Maori Hui – (Hosted by Toiora - Healthy Lifestyles) New Plymouth</i>
18th – 19th November 2010	<i>National Coordination Service: National Pacific Fono (18th November) - Auckland</i> <i>Te Kakano: Pacific Problem Gambling Public Health Training (19th November) – Auckland</i>

Notes:

- Abacus is also able to provide ad-hoc support to problem gambling service providers around the country.
- The dates provided in this calendar are indicative only and subject to change.

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

Michelle O'Loughlin

On behalf of the National Coordination Service

Email: michelle_o'loughlin@nzf.salvationarmy.org

Tel: 09 639 1131

