

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 Seven | Winter 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!

At present the National Coordination Service is focused on organising the **Problem Gambling National Provider Forum which will be held in Wellington on the 21st, 22nd and 23rd of July 2010**. You will have all received information on this exciting national event, where providers and key stakeholders from Aotearoa will come together to share their knowledge and experiences, to inform, update, motivate and inspire. If you have not registered please send in your forms as soon as possible.. For further information please contact me (see contact details on the back page of this newsletter).

Since the last newsletter in February the National Coordination Service has successfully hosted the Problem Gambling National Pacific Provider Fono and the Problem Gambling National Asian Forum, in April and May respectively. These forums again were well supported by not only the problem gambling service providers, but other organisations, working in the health sector. Having other organisations in attendance has seen improved collaboration within the wider health sector and ensures better understanding of the harm caused by problem gambling to our communities.

Te Kakano (Public Health/Problem Gambling WFD – trainer) attended both the Pacific Fono and the Asian forum and delivered their first, two, face-to-face training days. Public Health training is a welcome and much needed addition to these events and we look forward to the launch of Te Kakano’s website which will further enhance learning opportunities. Abacus continues to deliver clinical training to the service providers and attended the Asian forum where they delivered a successful training day. The highlight of this training was the ‘role playing’ component, which although can be taxing for participants, delivers very valuable insight. Te Kakano and Abacus along with the Health Sponsorship Council will all take part in the Problem Gambling National Provider Forum in July.

As Gamblefree day (September 1st) will be upon us before we know it, service providers should be well underway with their planning. We need to show a unified front to raise public awareness and promote community action, focusing on a national positive message. The National Coordination Service will work with service providers, encouraging collaboration within the sector, to ensure a strong local, regional and national campaign. Health Sponsorship Council will again this year support problem gambling service providers (see their article) through sharing information and resources. Together we can do it.

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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.

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

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From the Desk

Continued from page 1...

I would like to thank Eru Thompson (Tikanga advisor) and Melino Maka (Pacific Cultural advisor) for their hard work and continuing support of the National Coordination Service and myself. Their input and presence add knowledge, cultural understanding and value to the service we deliver. As we work towards new contracts I am looking forward to our continued work together. It will be pleasing to us all to have the contract negotiations behind us and new contracts in place for the next three year contract period.

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

Again, this quarterly newsletter is your newsletter. We welcome your contribution, suggestions and ideas.

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.

Farewell to Monica Stockdale - Manager of Te Rangihaeata Oranga Trust

Ko Kahungunu te Iwi
Ko Taumutu te Maunga
Ko Mangatahi te Awa
Ko Ngai tahu Matawhaiti te Hapu
Ko Takitimu te Waka
Ko Iwitea te Papa Kaing
Ko Pohue O Tahu te Marae
Ko Tahu Potiki te Tangata
Ko Hamo-o-te-Rangi te Whaea
Ko Monica Stockdale toku Ingoa



Monica has been involved in establishing treatment services to work with those with alcohol, drug and gambling addictions for over 35 years now. In the early 70's she became an accredited marriage guidance tutor and used this training to offer communication and parenting programmes in the community.

Towards the end of the decade she was accepted to train as a marriage guidance counselor. She continued this training until her husband was transferred to Hanmer Springs Queen Mary Hospital to serve as a Chaplain and Minister of the local Anglican church. Monica says "as you can imagine, being a Ministers wife and mother of 4 children meant life was pretty busy. However I did manage to weave my passion for a great future for my children and my Iwi."

In the early 1980's she co founded the Te Aroha o te Haurangangi Taha Maori Alcohol and Drug Programme within Queen Mary Hospital. For the first few years this was a small group of Maori women who worked to ensure Maori stayed the whole 10 weeks of their treatment programme. In addition, because she was the only person qualified to work with families, she was asked to co-facilitate the family week programmes for two hours a day, 5 days a week, twice a month for three years.

By the late 1980's she was a full time psychotherapist and counselor and was in addition getting paid for the work she was doing, in particular for developing a range of programmes for Maori. Because she was one of the few Maori working in the field, she found herself spending a lot of time on the road or at the Maori Training Unit, training Maori and Pacific Island people in alcohol and drug intervention and treatment practices. She found herself doing this for the next 15 years.

In 1990 the Te Aroha o te Haurangangi Taha Maori Programme was opened by Kaumatua from Kahungunu and Ngai Tahu. This saw Maori people admitted into a programme designed for their own needs. This was a great achievement for Maori!

The following year Ruruhia Robins and Paki Keefe came down to Queen Mary and asked Monica to come home to Kahungunu and set up a

Continued from page 2...

Maori programme here. They said she would be home by March, however Monica and her husband had already brought a home in Christchurch and had decided to live there to be closer to their daughter and son in law.

However by the following year she had been asked to apply for the position of Manager of the addictions service by Dick Johnston, who was the Manager at that time. She got the job and within a year was Managing Addictions Services, which came under the wing of community health. She spent the next few years introducing and running a range of services to meet the needs of the community. For instance recovery programmes and social detox were introduced in her earlier years. She was also involved with whanau and Kaumatua Programmes around local marae.

Her Kaumatua laid down the kaupapa and named the new Maori Alcohol and Drug Service Nga Punawai Aroha. She worked with the manager of Community Health at the time, Sue Ward, and Maori Staff to develop a programme based on the kaupapa the kaumatua had laid down. In addition, she applied for funding to resource the service.

In the year 2000 she was employed by the Ministry of Health to evaluate alcohol and drug services in the Central Regions. It was at this time that she came up against the opposition of the gaming industry who tried to stop her contract as they didn't think the kaupapa Maori philosophy was suitable for those who weren't Maori. However Monica could see the harm being done by the gaming industry and persisted in her task. She soon again found herself working far more hours than she was paid, travelling the breadth of the country lobbying, up-skilling

and training wherever she went.

In 2001 the Te Rangihaeata Oranga Hawke's Bay Regional Problem Gambling Service was opened by Kaumatua, and Monica again found herself in a management role. The service now has a contract with the Ministry of Health and currently provides intervention and education services for everyone living in the Hawke's Bay. They are also committed to workforce development and providing a placement for those in training for all types of counseling, social work and psychotherapy.

Not being one to slow down, Monica recently took over the management of the Awhina Whanau service in Hastings and is currently working hard to ensure the service is well managed and financially viable.



Unity Awards Winners 2010

Farewell to Ariana Stockdale-Frost - Health Promotion Team Leader of Te Rangihaeata Oranga Trust

Ariana Stockdale Frost, has resigned from her position as Health Promoter Team Leader, here at Te Rangihaeata Oranga Trust, on the 7th April, 2010. She has made many friends throughout the Problem Gambling Sector and other service providers in the Hawkes Bay Region. She has gone on to work in Research, at "The Eastern Institute

of Technology" we wish her well on her journey. She has played a major role, and support in setting up this service with her mother Monica. And has paved the way for success in the Health Promotion field around Problem Gambling, working in the Communities.

"Te Wairoa hōpūpū, hōnengenenge, matangirau"

"He Wahine Purotu "

"He Wahine Toa"

"May your lamp always be filled with oil to light your pathway, and to make your journey fruitful." (Joy)





Public Health...

GAPHAI Steering Ahead With New Ideas and a New Website

The Gambling and Public Health Alliance International (GAPHAI or the 'Alliance') was established at a meeting held at the International Gambling Conference in Auckland in 2008, and now has committee members from North America, USA, Australia, Sweden, and New Zealand.

The Alliance also has over 50 members from around the world who receive the newsletters and search the newly updated webpage for access to GAPHAI position papers and other recent publications about problem gambling. The webpage can be found at www.gaphai.org

The large number of hits on the webpage shows the level of interest in the key objectives of the Alliance, which are to develop and promote policies, programmes and strategies that are effective in reducing gambling harm internationally. The committee are currently writing position papers on key problem gambling issues and the public health approach and would like to see problem gambling put on the WHO agenda.

Currently the Alliance aims to: provide the exchange of information amongst alliance members and their associated networks relating to gambling harm, its prevention and treatment; provide mutual support to members as well as individuals and other organisations promoting gambling harm reduction strategies; monitor the development of products and methodologies and assess their efficacy; collectively advocate for improved nationally and internationally regulatory frameworks and community understanding; develop and share effective public health strategies; and influence research and development.

Membership of the International Alliance is open to:

- Researchers and academics of appropriate standing
- Providers of services to those impacted by gambling harm
- Community organisations that are appropriately funded and that advocate or adopt public health measures in the area of problem gambling
- Researchers, service providers, consumers and those involved in gambling policy. Industry representation is not part of this Alliance.

Forms for joining the Alliance can be found at the website www.gaphai.org

All funding, all conflicts of interest are to be declared and members need to agree to abide by a code of conduct that has been developed by the Alliance

We are now into our third year of publication of the newsletter, which is published 3-4 times a year. The April newsletter has just been uploaded on the webpage and examines some of the issues relating to Internet gambling.

If you are interested in writing a piece for the newsletter or have news items about what is happening in your country please forward them to the Secretariat for inclusion in the next newsletter due in July.

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Interventions...

The Gambling Debt Helpline

The idea of having better ways to help callers to the Gambling Helpline with financial issues first came into being in 2001. Since 2003, Alecia Browne, Team Leader, and Carol Biggam have developed this service into the dynamic and effective model it is today.

From bare beginnings with just an 'idea' and a belief that financial advice or gambling counselling are ineffective in isolation from each other, Alecia and Carol have been passionate about developing a working model that enables and empowers gamblers and those affected by gambling, to take responsibility for their financial issues and/or debts.

Over the years they have put in hundreds of hours researching, networking and consulting with legal representatives, banking staff, credit agencies, budgeting services, counselling agencies including Maori, Pacific and Asian services and significant others. They also undertook a needs analysis in the community to ascertain the requirement for more effective ways of working with gambling-related financial and debt issues.

In August 2004 the Gambling Debt Helpline (GDH) officially came into being, together with its own promotional pamphlet and resources. Gambling Debt Helpline clients may be gamblers, significant others (people who are affected by their partner's or a family member's gambling), or interested others such as employers and friends.

During 2006, Alecia and Carol developed a training module and tools that could be useful for budgeting agencies and face-to-face gambling counselling agencies, helping them to identify and deal with their clients' gambling-related debt or financial problems. The module also had to be suitable for in-house training for the Gambling Helpline. Together with Pauline Proud, who was the Helpline's Project Manager at the time, the pilot programme was evaluated for authenticity and potential effectiveness by Health and Disability Auditing New Zealand (HDANZ).

In 2009, following one of the in-house trainings, Irene Falgate became a valued member of the Gambling Debt Helpline.

Financial elements of GDH

- Enabling callers to make contact with their bank and creditors using a range of letter templates
- Explaining different banking models to callers and advising them on how to set a more secure banking system for themselves and/or their household
- Referring callers to local budget advisors, total money management services, financial assistance websites and community law centres etc



- Exploring options with the caller on how they can keep any money coming into the household safe from gambling use
- Working with significant others to advise them of their financial rights and responsibilities around debt
- How assets can be protected

In addition to the above-mentioned financial services, GDH works with callers to address their gambling issues, or the ways that their partner's or relative's gambling is impacting on them. This includes:

- Looking at the causes, triggers and patterns of gambling
- The effects on relationships and work
- Assessing callers' self-care in terms of health, suicide ideation and emotional state
- If a caller is not currently in face-to-face counselling for their gambling, GDH staff encourages the caller to connect, or re-connect in many cases, with a face-to-face service

Providing a unique, specialised, service

The complete service that GDH provides is unique in New Zealand because it:

- Includes both financial counselling and gambling counselling
- Caters for gamblers and partners or relatives whose finances are affected by a gambler
- Empowers people to make decisions and changes regarding their financial situation and to address and work through their gambling problem
- Encourages callers to make long-term, rather than short-term, plans
- Empowers and encourages people to start taking action to rectify their situation

The GDH model encourages people to take ownership of their problem and learn how to manage their finance and or debt in the longer term.

GDH achievements in the wider community

- A survey of New Zealand Federation of Budget Services members in March 2003 confirmed the limited effects of traditional budget advice for gamblers and significant others. They reported a lack of knowledge regarding effective financial advice for their clients.



Te Ope Whakāora

The Salvation Army – Oasis Centres for Problem Gambling

Update from Tauranga Oasis Centre

Rachel Hamilton

After returning from the International Gambling Conference, I have lots of new ideas and knowledge to put into practice with client work.

Public Health (Health Promotion) work has moved into the Tauranga / Bay of Plenty area and is providing new opportunities to promote gambling harm awareness throughout. As a result our client load is increasing.

Strong communication lines between Public Health and the Clinical team here, in the Tauranga office, is working well and we are attending meetings / networking opportunities together and have a more collaborative approach.

After some persistence and work, the Community Ministries team in Tauranga is getting behind us and

conducting Brief Interventions, providing a budgeting service, and they intend to screen all clients.

Thanks to Mathew and Phil in Nelson - the PGF Interactive DVD is a hit with our clients in the Bay of Plenty. Clients are amazed to watch other people telling their stories. Also the facts about the pokie machines really resonate and open the clients mind to new ways of thinking.

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Te Ope Whakāora

The Salvation Army

Territorial Local Authority Submissions

Vicki Hirini, Wellington

The 3 yearly reviews of the Territory Local Authorities (TLA) around nga Motu are drawing to an end for many of the Public Health workers in the Problem Gambling field. Now we can pause and review the process we have been through over the last months.

Most of us have many such TLA reviews in the geographic areas we cover in our roles. After being away ill for two months I returned to work to be faced with the Wellington and the Lower Hutt City Council reviews.

The first stage of policy reviews are the written submissions. We do research of data that will be most appropriate for each TLA. This will vary slightly but the same issues face all the Councils in New Zealand. This is time for 'hard' data; numbers, graphs, and important issues in the local area. We try to present our information in the most interesting and relevant manner we can. We need Councillors around the table to be encouraged to stay involved in the issues and see the relevance of the

information provided. The written submission is sent in and we state at this time whether we will be available for oral submissions.

Public Health workers need to attend oral submissions to address the issues raised and succinctly put forward the community protection viewpoint. At the Oral Submissions we are challenged by councillors who hold opposing views to the ones we will present. We have to have some idea of what to expect and pitch our arguments in the right way. Trust representatives will put forward opposing viewpoints and challenge the work conducted by problem gambling services and need to be corrected firmly but politely. We should not be intimidated by well spoken, well dressed and well connected lawyers, ex-mayors and celebrity sportspeople.

I am grateful to have good relationships with local problem gambling services. We are able to support each other through the process. We can strategise and co-ordinate our submissions, PGF usually will take the statistical arguments and because we (The Salvation Army) are involved in social services we will often put the 'human face' to these statistics. It is even better if you can

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get a real 'human face'; a problem gambler or affected other, to come and tell their story. Councillors respond well to the reality of people and their problems. It makes things more tangible for them when considering their stands later in their process. We need to make statistics speak in local ways, knowing the areas of vulnerability and affluence, who gets most of the community grants and who doesn't, and any other relevant details we may be asked to explain. Preparation is the key.

Also, if there has been any conflicting information presented (e.g. if the Trusts who present have given conflicting data to information we have provided) we may be asked to clarify the situation.

Helpful websites I have found for research are:

Department of Internal Affairs, www.dia.govt.nz

Ministry of Health, www.moh.govt.nz/problemgambling (also checking the Local Government Resource on this site was helpful to get more of a feel for the Councils perspective)

Department of Statistics, www.stats.govt.nz

Gambling Watch, www.gamblingwatch.org.nz

PGF library, www.pgfnz.co.nz/library/databases.htm



Denis McLeod

Recently Rakei Ngaia (Health Promoter) left Toiora for his O/E, leaving a gap in our services targeting Rangatahi. Despite that, our public health services continue with public expo's and Local Council policy submissions.

Some recent experiences to share:

- Question from a Councillor "what extra benefits can the community expect from a Sinking Lid policy as opposed to a Capped Policy?"
- Legal advocate on behalf of the NZ Racing Board made a persuasive plea to separate pokie gambling environments. Suggested that TAB offers a totally

different (more 'friendly & responsible' environment) for gambling activities as opposed to licensed premises. An endeavor to prevent capping venues.

- Comment from a venue owner – "impact of sinking lid policy will increase the value / worth of pokie machines – citing market value is linked to demand - therefore if fewer machines available will equate to higher 'value' of machines within the market place."
- Increase of GST now means Government total share from Pokie gambling = 38.5%.
- At recent Community Health Expo's – observed that bags as a promotional resource has increased – amongst 40 exhibitors 6 were providing bags, previously only one or two existed.

Reminder: Taranaki will be hosting the next Maori Provider Problem Gambling Hui, from 27-29 October 2010.

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

Conferences...

The 2010 International Gambling Conference

Andree Froude, The Problem Gambling Foundation

The 2010 International Gambling Conference was held at Auckland's Crowne Plaza Hotel 24-26 February. There was certainly an international flavour with delegates attending from Australia, Canada, USA, Singapore, Macau, Finland, Hong Kong, Germany, The Netherlands, Sweden and the United Kingdom.

The conference was officially opened with a powhiri on Tuesday evening, 23 February, held at the Nga Wai o Horotiu (AUT) Marae where guests were treated to a traditional welcome ceremony and presentations by guest speakers.

The programme began on Wednesday 24 February in the Ballroom at the Crowne Plaza with a whakatau (welcome) by Kaumatua, Maori Elder, Bob Hawke. Hon Nathan Guy, Minister of Internal Affairs and MP for Otaki, gave the Ministerial opening address.

More than 60 presentations were given over the course of the three days examining technology and the implication for the future shape of gambling, and a range of other informative papers, workshops and posters addressing other aspects of innovative practice and research that advances fundamental knowledge and informs gambling policy and professional practice.

At the conference dinner guests were treated to fine food, entertainment (by an outstanding kapa haka group) and an enlightening and powerful speech by Professor Mason Durie (Rangitane, Ngati Kauwhata, Ngati Raukawa) Assistant Vice-Chancellor (Maori and Pasifika) at Massey University.

Over 35 people attended the two workshops held the day before the conference: Prevention of problem gambling (run by Professor Robert Williams) and Public health and gambling - The way ahead for Aotearoa/ New Zealand and the world (run by Associate Professor John Raeburn).

This is what conference delegates told us were some of the highlights of the conference ...

"The multicultural focus and respect for all cultures."

"Moana Jackson - an articulate and emotional orator. The first day was particularly emotional."

"An excellent combination of speakers."

"Maori and Pacific people's singing."

"Quality and breadth of presentations, networking, delegates from broad range of countries."

"Dr Korn's keynote address and the public health framework."

"Everything was spot on! Great content, great vibe, great networking!"

"Learning about Maori stories, internet gambling trends, and presentations from practitioners around the world."

Stop Press

Following on from the success of the 2010 conference, the 4th International Gambling Conference will be held in Auckland 22-24 February 2012 hosted by the Gambling and Addictions Research Centre of Auckland University of Technology (AUT), Hapai Te Hauora Tapui Maori Public Health and the Problem Gambling Foundation of New Zealand. Mark these dates in your calendar now and watch out for further information.



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- Presentations at International gambling conferences in New Zealand and overseas
- Established a training programme for other gambling services in the GDH model
- Education - Highlighting the ease and availability of 'lenders' in small communities, which includes the hidden penalties and enormous cost to individuals and families of seeking additional finance
- Provided supervision to various face-to-face agencies
- Provided face-to-face financial counselling for another agency

There is no other agency in New Zealand currently providing this combination of services and this approach.

Internationally, the only known similar services are located in Australia though research is ongoing to locate other service models.

Note: The Gambling Debt Helpline is not in competition with Budgeting Services and frequently refers people to these services.

Contact Us: GDH services are provided free regardless of financial background.

Gambling Debt Helpline 0800 654 658 (call this number for hours of operation)

GDH is not open every day, but people can leave a message and the call will be discreetly returned. Or the main Gambling Helpline number (0800 654 655) can be called if immediate help is required.

Harm Minimisation and Prevention...

Host Responsibility, Problem Gambling and Pacific People

Pacific Island Evaluation

Host responsibility has a long history in the field of alcohol. It is now enshrined in the Sale of Liquor Act. There are key components in the programme, including the provision of food, safe transport home for people, a range of alcoholic and non-alcoholic drinks and sales to people under age and to intoxicated people.

There has been a Maori response to the programme that more adequately meets cultural needs and considers whanau responsibility at least as important as host or server responsibility.

For Pacific people, guidelines for safe drinking have been developed in several languages. These guidelines are based to a large extent on research carried out over ten years ago on Pacific people's perceptions of 'moderation' and 'host responsibility'. One of the studies carried out by Philip Siataga with young Pacific people found that 'drinking in moderation depended very much on the individual's capacity to handle their liquor or to remain in control without becoming abusive.' This challenged the mainstream view that 'moderation' was a term that meant much the same to everybody.

Importantly he also found that the home environment and the views of parents were influential in early drinking behaviour.

In the field of gambling, particular host responsibility programmes for Pacific people have not been developed to the same extent. The focus of the work is on the industry, their training, identifying and intervening where necessary, providing information to patrons about their gambling that is useful for informed decision making. In 'Host Responsibility for Gambling Venues in New Zealand, The Guidelines Report', a model for programmes is proposed. One of the roles is to provide

relevant information to communities, to assist them to monitor problem gambling behaviours, and to promote responsible gambling in their own ways. Venues are also to provide relevant information to communities to assist them to engage in responsible community planning in relation to gambling.

But how should this work for Pacific peoples? What is the role of the home environment in shaping views about gambling? What training should staff in gaming venues receive about how to approach Pacific people on gambling issues? How can the level of help-seeking behaviour be raised for Pacific people?

At this stage there has been little research into these and other questions by Pacific or other researchers. To meet this need, presently Pacific Island Evaluation is bringing together a group of interested people to ascertain what it is we need to find out to improve host responsibility for Pacific people and to scope this into a possible research study in the future.

Public Health Coordinator for Pacific Island Evaluation, Ron Tustin, says "There is very little research information out there on gambling behaviours and harms to Pacific people. But we hear often that Pacific people suffer a much greater level of the burden of illness from gambling and also do not seek help often through the available channels."

Sala Johnson, Manager for Pacific Island Evaluation says "We do not want to sit on our hands so we have started up this project to see if host responsibility approaches can better meet the needs of Pacific people."

If anyone is interested in participating in this work or contributing in some way they should contact Sala Johnson, phone 03 365 or Ron Tustin at 03 3844145.

Waiariki MP Takes a Poke at Pokies

Laurie Morrison, Te Kahui Hauora Trust

Media release | Date 4 June 2010

Dr Laurie Morrison – Public Health Contractor with Te Kahui Hauora Trust – has said she is warmed by the support of Waiariki MP Te Ururoa Flavell to address the devastating effects of pokie machine gambling for some Maori whanau and their communities. “This Bill is extremely timely given that some of our whanau may see gambling on the pokies as a way of beating the impending recession” she comments. This finding is also synonymous with those of Michelle Ngahu and Rahera Rewiti - budget advisors from Te Runanganui O Te Arawa Inc. Both comment, “there has been a noted increase in the number of clients who are accessing our budget services for gambling related harm – this is not good enough, our people are using the pokie machines to make ends meet. “Maori communities and government agencies have been provided with in-service presentations about such erroneous beliefs. The societal implications of gambling have helped rangatahi and community organisations to focus a local lens on where the pokie machines are situated and the ease of access to such venues in Rotorua”.

“What has become evident to rangatahi is that pokie venues are not in the more affluent areas. There is currently a huge push for the Trust to ensure that the

needs of Maori problem gamblers are met from a whanau ora approach. This approach means ensuring that the needs of whanau and those affected are addressed from a holistic and kaupapa Maori approach” she says.

Support from Te Ururoa is timely given that one of the outcomes from the Indigenous Symposium on Problem Gambling held here in Rotorua February 2010 was to restore balance and mana, particularly for those whanau members who have been affected. The Minister and the Honourable Tariana Turia have always been strong advocates for Maori and problem gambling.

With the Ministers’ support we can now prepare for a more balanced outlook on how and where pokie machines are located in Rotorua.

Dr Laurie Morrison

(Ngati Whakaue / Te Arawa)

Public Health Consultant: laurie_morrison@xtra.co.nz

Te Kahui Hauora Trust supports the promotion of good health and awareness of harmful addictions in gambling. TKH also provides advocacy during hospital stay and referral point for gambling addictions, rongoa Maori. Our focus is Te Arawa though our services are open to all cultures.



Te Kakano Workforce Development Project Update



Ruth Herd, Te Kakano

Te Kakano Project has delivered two of three face-to-face training modules this year, one at the National Pacific Fono (April 23rd), and the other at the National Asian forum (May 20-21). Both training modules were held in Auckland. The next training sessions will be held at the National Providers Forum in Wellington, July 2010. We have had mainly positive feedback and will redevelop some aspects of the module for the National forum,

in line with feedback we received at the two previous forums. We are always open to receiving requests for specific training and support in your public health work.

The website is nearly complete and we are busily preparing content to go onto the site in the form of modules and resources you can access to help you with your projects. Our group members will make themselves available for mentoring once you begin a new project online.

We are hoping to launch the online training package at the National Forum - all going well.

Nga mihi
Ruth Herd
Te Kakano Project Leader
Hapai Te Hauora Tapui Ltd

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

Workforce Development...



Problem Gambling Treatment Competencies: Progress to Date

Sean Sullivan, ABACUS

A year has now passed since the start of the competency project, and, although there have been various articles and presentations as we've gone along, there has been considerable progress in the project recently and perhaps it is time to give a further update.

The project

Just to remind practitioners, the problem gambling (PG) competency development is part of a larger project funded by the Ministry of Health and together it comprises:

1. Development of sector-wide PG treatment competencies (health promotion competencies have been signalled by the Ministry to be developed separately)
2. Alignment of these competencies with alcohol and other drug treatment provider (AOD) competencies, and Smoking Cessation (SC) practitioner competencies
3. The possibility of DAPAANZ accepting the role of the professional body for PG and SC practitioners, as well as for AOD for those who choose this. This will not replace those who have membership of their own professional bodies (e.g. nurses, social workers and psychologists)

Last year, the members of the Addiction Competency Project Contracts Management group (the Contracts group) presented details of the project to the PG National Forum. During the year, the Contracts group's work has been supported by a Reference group, representing practitioners across the three addiction sectors. The Contracts group recently presented information to date to a wider stakeholders group in Auckland for feedback and to identify training availability.

Why do we need them?

We are aware that some PG practitioners may be concerned about their ability to practice in the field of problem gambling if competencies are introduced. The competencies will not be set at a level that cannot be attained, while pathways to meet them will be developed. Although it is intended that the competencies will be developed by the end of this year, no date has been set for when they will be rolled out. From a positive perspective, the development of competencies for the PG sector will result in many gains for what is the smallest of the three addiction sectors. They will provide future opportunities for those who wish to work in the other addiction sectors, and, similar to many other PG practitioners overseas, will result in a professional status for the sector that will be recognised by other health professionals. Had the PG sector not taken this opportunity, its absence of specific competencies would have stood out against those working in other addictions. In the manner set out in the project, it will instead gain significantly from its close alliance with AOD and SC.

To date

Draft Foundation competencies have been developed which range across the addiction workers within the three sectors, and these integrate 'Lets Get Real' skills (for those working in addiction and mental health), aspects of the Takarangi Competency Framework, Real Skills plus Seitapu, and Draft PG competencies. At this stage, further feedback on the draft is being sought from the sectors.

The approach, which has received approval from the Reference Group and other stakeholders, has been to have essential and practitioner Foundation competencies for AOD and PG practitioners, and separate specialist competencies for each of the three addiction sectors.

Continued from page 12...

A survey to have your say

Within June, all PG practitioners will have been sent a draft of the PG competencies for feedback, with a request that any views are returned as soon as possible. It is intended to present these views at the forthcoming PG Forum in Wellington in July. The PG Coordination Service will assist to forward the PG competencies by email to each practitioner, and in this respect, if you did not receive your copy by the end of June, please contact them for another copy.

The Forum will be a good opportunity to have your say, after hearing the views of your colleagues in the sector. Progress with the approach to DAPAANZ, and with the alignment of the three sets of competencies, will be also presented at the Forum.

For further information, please contact Sean Sullivan at ABACUS on Phone (09) 360-6957.

Workforce Development...

National Asian Forum

John Wong, The Problem Gambling Foundation of New Zealand

The National Asian Forum was held on the 6th and 7th May at the Sorrento in Auckland. PGF was well represented with John Wong and Cynthia Orme presenting with Ruth Herd on Te Kakano Public Health Workforce Development training.



Role play on how to handle difficult clients



Consultation with HSC about Asian promotional resource material

Workforce Development...

Keep up-to-date with Today's Stories

Andree Froude, The Problem Gambling Foundation

The Problem Gambling Foundation offers a daily 'round up' of gambling-related media stories from New Zealand and around the world called Today's Stories. This is emailed out first thing in the morning, Monday to Friday.

The service is well-received by our existing database and we would like to offer anyone in the problem gambling

sector, who is not already a recipient, the opportunity to receive Today's Stories. The stories are collated, a brief summary introduces the content and the appropriate link is included so the reader can read the full article online.

If you would like to be added to our database for Today's Stories, please email Andree Froude andree.froude@pgfnz.org.nz with your name, email address and organisation.





Conferences...

Te Herenga Waka o te Ora Whanau - International Indigenous Gambling Practice, Research and Knowledge Gathering Symposium. Rotorua 15-17 February 2010.

Denis McLeod, Te Herenga Waka o te Ora Whanau

Ko te whakaariki, ko te whakaariki

Tukua mai kia piri, tukua mai kia tata

Kia eke mai ki runga ki te Paepaepoto-a-Houmaitawhiti!



Te Herenga Waka o Te Ora Whānau: An International Indigenous Gambling Practice, Research and Knowledge Gathering Symposium, was held in Rotorua at Tamatekapua Marae, Ohinemutu on 15-17 February 2010. Over 80 participants hailed from Canada, USA, Australia, New Zealand and the Pacific. Aotearoa Keynote speakers included Moana Jackson and Katerina Mataira who were sponsored by the Health Sponsorship Council. First Nations representatives from Canada Chief Terrance Nelson and Alice Marchand, Mandy Brown from Njerrindjiri/Permanck peoples in South Australia, Pefi Kingi, representing the Pacific Nations and a Lakota Sioux performance piece from Jim Yellowhawk from the Black Hills of South Dakota.

The speakers were all inspirational, informative and thought provoking. The beginnings of an indigenous declaration on problem gambling was discussed and the recommendations have been carried forward to the international conference on problem gambling, hosted by the Problem Gambling Foundation, Auckland University of Technology and Hapai Te Hauora Tapui Ltd, which was held in Auckland 24-26 February. A working party will be established to draft the declaration and support was given for the United Nations Indigenous Declaration on Indigenous Peoples Rights, recently signed by the New Zealand Government.

There was a large local presence of kaumatua from Ngati Whakaue and Ngati Whatua from Tamaki Makaurau, who kept the paepae warm for the whole event. We were honoured by their presence and support. The wharekai produced delicious food to keep our participants energised and our hakari dinner was held at Mitai Maori Village in Rainbow Springs, where the traditional performers amazed and inspired the overseas and local visitors alike. Ka mau te wehi! Awesome!

The symposium was supported by Nga Pae o te Maramatanga Knowledge Event Grant, Te Puni Kokiri, Health Sponsorship Council and the Ministry of Health. Local support included Te Kahui Hauora, Mana Social Services and Ngati Whakaue Endowment Trust. Local businesses offered discounts of their services, Kingsgate Hotel, The Jade Factory and Mitai Maori Village. Te Rau Designz in Wellington provided website development and Dynamics took care of the audio-visual equipment.

Nà reira, e te hau kàinga, Ngàti Whakaue, ngà mihi maioha ki a koutou katoa, mò a koutou manaakitanga, tautoko hoki o tò tàtou nei hui whakahirahira. Nà koutou i poipoi i tà màtou kaupapa mai i te timatangata, tae noa ki tòna mutunga. Ngà mihi maioha ki a koutou katoa.

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

Resources...

Problem Gambling Library Continues to Support the Problem Gambling and Public Health Sector

Glenda Northey, Problem Gambling Foundation

Enquiries come from around New Zealand and around the world for information and resources held in the problem gambling library. Between 30 and 50 items are regularly processed each week, as well as dozens of requests for information on problem gambling (mainly from a New Zealand perspective). Our 25 fact sheets are excellent one stop shops on many problem gambling topics (we have an alcohol and problem gambling fact sheet due out soon).

Enquiries come from many levels, from intermediate school age children to researchers already in the field, so replies need to be tailored around the reader. Many an assignment has got an A+ because the student came to us for information to support their work. People are often stunned by the sheer amount of money involved in gambling in New Zealand.

The librarian catalogues over 100 resources a month and these are listed in a monthly newsletter which is sent out to those who subscribe through the library webpage www.pgfnz.org.nz/library

Regional Territorial Local Authority (TLA) information is often sought and the librarian can examine Department of Internal Affairs and Ministry of Health data and put together an analysis of what is happening in different regions, positioning the information to geographic location, the number of pokie machines and the socio-economic makeup of the community. This information is ideal to accompany submissions to gambling policy reviews.

The librarian subscribes to the International Journal of Gambling Studies and the Journal of Gambling Studies, both peer-reviewed gambling journals. Articles within the journals are indexed on the problem gambling library online catalogue available at <http://www.pgfnz.org.nz/Online-Catalogue/0,2727,12732,00.html>

The online catalogue has over 5200 items catalogued so finding resources on any topic related to problem gambling is easy. Up to ten items can be requested at a time from the catalogue and of course anyone is welcome to come and use the library and watch our DVDs and CDs.

For further information, please contact Glenda Northey on Phone (09) 368 1520, email glenda.northey@pgfnz.org.nz



A Successful TLA Campaign (Even if the Outcome Isn't Always a 'Sinking Lid'....)

Tony Milne
National Public Health Practice Leader,
Problem Gambling Foundation of New Zealand

There are around 73 Territorial Local Authorities (TLAs) in New Zealand and every three years they are required by the Gambling Act (2003) to review their Class 4 (pokie and TAB) venue policy. This means that each year around 20 TLAs review their pokie policy.

Why should problem gambling providers be interested in TLA policy reviews?

They provide us with an opportunity to meet several aspects of our public health contract, including raising awareness among communities, policy development and implementation, and supportive communities.

Also, in areas where there has been a lot of community awareness around TLA reviews, there has been an increase in the number of people seeking help for gambling issues. The Problem Gambling Foundation office in Wellington had an increase in clients from the Porirua area during the TLA policy review and when health promotion work was being carried out in the Porirua community.

A few suggestions for how to initiate community action around TLA reviews:

- **Set a target in terms of the number of submissions you want to help support. Organise a stall at the local market to raise awareness about the review and provide information to help people who are concerned about pokies to make submissions.**
- **Set a target for the number of organisational**

submissions you want to help support. Speak to food banks, budget advisors, health organisations, A&D, church groups, and youth organisations and ask if they would like to make a submission. They may need support to find information on gambling or how to make a submission. If they are particularly keen, they might like to encourage others (church congregations etc) to also make a submission. They may also wish to make an oral submission to the Council. Recently in Dunedin, 815 submissions were submitted to Council, over 750 of these were in support of a 'sinking lid' policy. And 20 organisations made oral submissions. In New Plymouth, 339 submissions were received, 316 supporting a 'sinking lid'.

- **An alternative to submissions is to create a petition that other organisations can pass around their staff or leave on their front counter for people to sign. For the recent review in the South Waikato, one submission contained 56 signatures. The PGF petition had 360 signatures and the Salvation Army petition contained 450 signatures.**
- **Involve the media to help increase awareness of the review. You could put out a joint release with other organisations when the Council goes out for submissions, another release highlighting how many submissions have been generated (and perhaps a photo presenting them!) and another release when the Council decides its policy.**

TLA pokie policy reviews provide an important opportunity for the public to participate in our democracy, engage and debate gambling and the impact of pokies on our community.

Workforce Development...

Problem Gambling National Pacific Provider Fono

The Problem Gambling National Pacific Provider Fono was held on the 22nd & 23rd April 2010 in Auckland. This was an opportunity for all Ministry of Health funded Pacific Problem Gambling Service Providers to come together nationally.

The fono was well supported by the problem gambling service providers, other key stakeholders and organisations from the wider health sector; altogether, a total of 60 people attended. This created a supportive environment that ensured diversity, encouraged robust debate and allowed all participants to be involved. Having other organisations in attendance has seen improved collaboration within the wider health sector and ensures improved understanding of the harm caused by problem gambling to our communities.

The day started with an enthusiastic opening address from Manukau City Mayor Len Brown, followed by an informative presentation from Dr Api Talemaitoga (Chief Advisor, Pacific Health) on Ala Mo'ui - Pathways to Pacific Health and Wellbeing 2010 -2014. The Pacific service providers' presentations, updates from the Ministry of Health and Health Sponsorship Council, all included lively discussions that completed the day's very full programme.

Te Kakano (Public Health/Problem Gambling WFD – trainer) hosted the Pacific Fono on day two, delivering their first face-to-face training day. Public Health training is a welcome and much needed addition to these events and we look forward to further training for the Pacific providers.

Feedback from the participants has been excellent and everyone is looking forward to the next Fono, which will be held in November 2010.



Interventions...

Tupu Keeps Growing in Every Way...

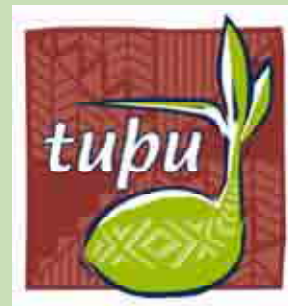
Malo Silailai, Tupu Pacific Alcohol and Drugs / Gambling Services

Tupu presented our first Gambling Drama at the 'International Gambling Conference' in February. The Team had put in many hours of practice in preparation for this event. The Drama represented the many 'complex' issues involved with our Cultural and Clinical Practices, including issues around Alcohol and Drug Abuse, Domestic Violence and Suicide. The Drama also reflected our Cultural approach when working closely with Pacific families, highlighted the importance of involving Matua (cultural advisor) when engaging with the family, using Language and Cultural connections, demonstrating Spirituality, and ongoing Supports for the Family. The Drama also involved Song and Dance (performing arts), which utilised the vast pool of talents that the Tupu Team possesses. The 'response' to the Drama was positive, with one viewer admitted to being in 'tears' as it had reminded her of certain events in her life, though she is in full 'recovery' from her own Gambling. The message of 'Hope and Recovery' is aimed to be delivered in different forms of 'mediums', making this more visual and through our many stories. The Conference was 'positive' for Tupu as a service, to experience the different views on Gambling, especially at an 'International' level. Tupu service currently employs '3' intervention Clinicians, the Gambling contract is a Team responsibility as many of our clients have gambling issues. Hence it was great for the Team to be involved at the Problem Gambling International Conference.

In April, Tupu welcomed its first female Gambling Clinician Sherona Mariner who has had up to 4 years experience in alcohol and other drugs counselling. Sherona is of Samoan descent and her gifts and leadership skills will contribute towards our goal of meeting the needs of our Pacific Island Community.

At the National Pacific Fono there were at least 20 members from Tupu services and our larger group of Takanga A Fohe attended. Tupu was privileged to 'Present' at the Fono as most Pacific Services are unaware of the Intervention Practices involved in counseling our Gambling Clients and the challenges of data gathering. The Presentation not only addressed the nature of our Clinical work but also highlighted administration challenges, in particular, our CLIC system currently used to enter our gambling data. The CLIC system is continuously changing to meet the complexities of our intervention work and the changing nature of Pacific gambling. Overall the Pacific Fono enabled Tupu to build and strengthen relationships with other Pacific gambling services and work collaboratively with other providers.

Upcoming events include the launch in Otahuhu, South Auckland, of our small office space and also presenting in July at the National Problem Gambling Forum in Wellington.





Research Update: Effectiveness Study of Problem Gambling Standard and Brief Interventions



Recently it has become evident that there is a strong interest amongst face-to-face service providers wanting to know more about the research project that the Gambling and Addictions Research Centre (GARC) at AUT University, in partnership with the Gambling Helpline, has been jointly conducting since November 2009. A progress report of the aims, methodology and selected pilot outcomes was presented by Professor Max Abbott, the project's Principal Investigator, at the International Gambling Conference in Auckland in February this year. This current article may assist those who were unable to attend the conference presentation, or who may have missed the presentation, to bring you up-to-date.

In addition to GARC and the Gambling Helpline, there is a lead researcher, Professor David Hodgins from the University of Calgary, who has successfully conducted a similar project with volunteers in Canada. It is Professor Hodgins' work which has been modified to accommodate this 'real life' project. Dr Sean Sullivan from Abacus works with Professor Hodgins to provide the necessary training of Gambling Helpline staff and to maintain integrity of the research process.

The study will involve recruitment of at least 440 first time problem gambler callers, or repeat callers who have not contacted the Gambling Helpline in the preceding three months, to participate in identification of the most effective intervention approach to minimise their gambling harm. In this, it will be the largest randomised control study ever conducted in the field of problem gambling and enable a number of important questions to be answered. All eligible callers will be offered participation in the study, in a process approved by a Ministry of Health approved Ethics Committee. Following completion of an assessment of their gambling, wellbeing and safety, callers are randomly offered one of four treatment options, all of which are proven to be effective. The control option is a structured intervention close to that which would usually be offered to Gambling Helpline callers, while the remaining three treatment options involve Motivational Interviewing, similar to those provided in Professor Hodgins' earlier Canadian project. These are Motivational Interviewing; Motivational Interviewing plus a self help workbook; and Motivational Interviewing, a workbook, and four follow up booster sessions over 26 weeks. In addition, after recruitment participants will be followed up for a year by GARC staff to identify outcomes and to maintain safety.

At present, recruitment is at about the half-way stage, with approximately 30% of eligible callers electing to participate. Participants are made aware of the availability of free face-to-face therapy in the 'control' option and via the workbook in two of the three treatment options. Lists and contact numbers for all

problem gambling treatment services, together with other resources are contained within the workbook. As such, a number of these participants will elect to access treatment services, and our understanding is that some face-to-face counsellors may already have been advised by clients that they are involved with this project.

The study Pilot was conducted in August and September last year, with the main project commencing in November 2009. It will continue recruitment until approximately the end of this year when the required minimum number of participants will have been recruited.

This research is a watershed project that will have important outcomes both for treatment and future research that will prove that what problem gambling treatment providers provide (in terms of minimal interventions), works. Although the research is conducted in a telephone setting, the results will be applicable to minimal interventions in face-to-face settings too. This project was conceived five years ago by the Gambling Helpline and Professor Hodgins, with GARC brought on as a research partner. In the ensuing three years there were intensive discussions between all involved parties including the Ministry of Health, critical peer review by leading researchers in randomised controlled trials and many revisions of the protocol to ensure client safety and support was paramount.

Summary

- Recruiting goal is 440 problem gambling clients
- Family/whanau (significant other) clients will continue to be referred to face-to-face treatment providers, where available (i.e. standard practice)
- Recruitment will continue until the minimum number is achieved, expected to be the end of this year
- Participants are randomly allocated to one of four treatments, three of which involve Motivational Interviewing interventions
- In three of the four treatment options, participants are provided information (direct or in resource) about available face-to-face therapy
- Outcomes will provide evidence of effectiveness of treatments for problem gambling

For more information on the research side of the project, contact: Max Abbott (max.abbott@aut.ac.nz)

For more information on the Gambling Helpline side of the project, contact: Maria Bellringer (maria.bellringer@gamblinghelpline.co.nz)

Resources...



Free Stuff!

Hannah Crump, Health Sponsorship Council

Bags

You should have all received at least one box of problem gambling bags by now. Thanks to the support of both our Maori and Pacific services, we now have two new designs:

- The blue bag, which has been disseminated to both Maori and mainstream services, includes a Maori design that was developed specifically for this Programme by Kaaterina & Tai Kerekere. The stylised leaf represents the 'taki/take' process that takes place within the wero/challenge – in particular the opening of the gateway to welcome visitors.
- The red bag, which has been disseminated to Pacific services and a few mainstream services, incorporates a tapa cloth pattern and flower pattern that is relevant to all Pacific groups.



Magnetic notepads

Back by popular demand are the magnetic notepads. We have encompassed the design elements discussed above to develop something that will resonate more strongly with Maori and Pacific communities.

How to order these

Due to the huge demand for our original run of black bags and magnetic note pads, we have ordered additional supplies, which will be ready in July. We are happy to provide these bags and/or notepads to services that are planning appropriate public health activity. To order these free resources simply email ben@hsc.org.nz with the following details:

1. Provide your name, position description, physical address (for courier delivery).
2. State the specific items and the numbers that you would like to order e.g. blue or red bags, blue or red notepads (please note - bags are packaged in boxes of 300, note pads are packaged in boxes of 250).
3. Short explanation of public health activity or event that you would like these resources for, who it is aimed at, and how you would use these.
4. The date that you require these resources by. Please try and allow at least two weeks for delivery.

Printed Resources – on their way.

We are currently user-testing and finalising the new suite of Problem Gambling pamphlets, which will be made available to you all in July (details to follow). These include a generic, a Maori and a Pacific pamphlet. Thank you to those of you that have been involved in the process to date. It has been a somewhat lengthier process than we had hoped, but it has been fantastic to have so many of you involved along the way!



The next step with printed resources will be to finalise the wallet sized leaflets. We'll keep you posted.

What about the 'Problem Gambling' brand?

As some of you will be aware, a few issues have been raised by the problem gambling sector about our 'problem gambling' brand. Some have raised concerns about the name 'problem gambling', while other concerns have focused on the logo that was originally designed to represent a 'taiaha'. While it was felt that the message behind the taiaha design may have been appropriate, the design was not clear enough. HSC is considering the various views that have been put forward and is formulating a plan to address these branding issues. We look forward to liaising with you further about this.

Kiwi Lives Stories!

As many of you will know, I have spent much of the last six months traveling with a 'film crew' (Marty, John and sound guys) throughout New Zealand to gather the many and varied stories of those people whose lives are effected by gambling. As a result, we now have well over 30 stories from individuals, families and concerned members of the community. I want to say a huge thank you to the people that opened up their hearts and homes to me and to those services that made it happen!

As I look back on the collection of these stories, I can now say what an incredible journey it has been. The many nights racing around the country, juggling my other work demands and missing my husband has been well worth it.

The next step is to get these stories out there, and again this will be a team effort! We are currently finalising a DVD that we know you will be able to use in your public health work to raise awareness of gambling harms, and encourage individuals and concerned others to take positive action sooner. We look forward to distributing this to you at the upcoming National Forum...

Who's up for Gamblefree Day 2010?

As you may know, planning is already underway for this year's Gamblefree Day on 1 September (or activities that span that whole week). Promotions around this year's Day will focus on the positive – e.g. 'gamblefree – it can start today'. Ideas and activities that have worked well in previous years will be written up and shared with all providers shortly.

HSC would be happy to provide up to \$500 (+GST) to support local events (food, sound systems etc). To request this, funding providers would need to send an email to Hannah briefly saying what they are intending to do, where, with whom and how it would fit with the overall messages. Once agreed with HSC, providers would be expected to make the purchases and send an invoice to HSC with GST receipts attached.

The bags and memo pads are going to be great giveaways to entice the crowds. In addition, printed posters and fliers will also be developed to promote and support regional

events and activities.

The problem gambling television and radio commercials will be played on and around Gamblefree Day. It seems that many of you are also really keen to work together this year to gain additional media attention! To help with this, HSC are arranging some really fun and practical media training for the upcoming National Forum. A media pack will also be developed to support the activities.

HSC's 2010 Survey - Problem Gambling focus!

You may be aware that the HSC is conducting their second Health and Lifestyles Survey (HLS). The first HLS was conducted in 2008. The survey aims to measure current and changing knowledge, attitudes and behaviours of the general public across HSC's programme areas.

This year, gambling questions form the biggest section of the questionnaire. The responses about gambling and gambling harm will form a follow-up to HSC's 2006/07 benchmark survey, the Gaming and Betting Activities Survey, which many of you will have seen information from. We are looking forward to comparing the results, to see whether things have changed since all of our public health work started!

The general topic areas covered about gambling are:

- Participation in gambling activities
- Personal experience of gambling harm (including the Problem Gambling Severity Index clinical screening set of questions)
- Advertising of gambling activities
- Awareness of advertising about gambling harm
- Knowledge of signs of harm among others, and of strategies and services that can help
- Opinions on fundraising through gambling
- Opinions on whether particular types of gambling cause more harm
- Opinions about and participation in activities that can prevent gambling harm.

We are hoping to start to disseminate the results to you all towards the end of this year. In the mean time, if you want to know more, please email rebecca.g@hsc.org.nz or phone (04) 472 5777.

Some staff additions!

Our lovely Anthea and husband Jamie have announced the arrival of their beautiful baby girl Zara Rose Fitzsimons! As Anthea now has her hands rather full she has gone on maternity leave, but does hope to pay us a visit at the National Forum.

Ben Everist has now joined our Problem Gambling team. Ben joins us from the Capital and Coast DHB, with experience in a range of health promotion areas. Ben is very musical so I'm hoping he can teach me to sing!?

Department of Internal Affairs – Te Tari Taiwhenua

Gamblers spent a little less in 2008/09

25 March 2010

New Zealanders' gambling expenditure in 2008/09 decreased by less than one per cent on the previous year.

Releasing the gambling expenditure figures for 2008/09, the Department of Internal Affairs Gambling Policy Manager, John Markland, said that spending on the main forms of gambling decreased by 0.3 per cent from \$2.034 billion in 2007/08 to \$2.028 billion. Gambling expenditure reached a peak of \$2.039 billion in 2003/04.

"Spending on Lotteries Commission products in the last year increased by almost 17 per cent to a new high of \$404 million, due largely to record sales for two unusually large Powerball and Big Wednesday jackpot draws. Spending was down on racing and sports betting, non-casino gaming machines and casino gambling," Mr Markland said.

Overall spending in 2008/09 on gambling was made up of:

Gambling product	2008/09 Spending (Player Losses) Rounded	Increase / Decrease from 2007/08 From unrounded figures
Racing and sports betting	\$269m	-1.2%
Lotteries Commission products	\$404m	+16.7%
Casinos	\$465m	- 2.4%
Non-casino gaming machines	\$889m	- 5.3%
Total spending	\$2.028 billion	- 0.3%

The figures relate to the year ended 30 June 2009 except for racing and sports betting, which is for the year to 31 July 2009.

Pokie expenditure down

19 April 2010

Gaming machine expenditure in the country's 1470 pubs and clubs in the first three months of the year continued the trend of previous years with a drop of almost nine per cent on the previous quarter. It was also four per cent



Mr Markland said the decrease in racing and sports betting was due largely to the global economic downturn. The previous year's outbreak of equine influenza in Australia also had an effect.

"However, this year's nominal figure is still the second highest ever for racing and sports betting – it matches 2007 expenditure – but, when inflation is taken into account, it is still behind the racing only figure of \$232 million in 1989," he said.

"The 17 per cent increase for Lotteries Commission products reflects the large jackpots and almost matched the decrease in expenditure for the other three main gambling sectors combined.

"Spending on non-casino gaming machines – the pokies – is traditionally the largest of the four main gambling sectors but that expenditure decreased the most, from \$938 million in 2007/08 to \$889 million in 2008/09. The main reason for this was likely to have been the economic recession.

"The 2.4 per cent decrease in casino gambling expenditure from \$477 million to \$465 million reflects the gambling spending trends reported by SkyCity, owner or part-owner of four of New Zealand's six casinos, and particularly the trends in its Auckland casino. Spending in Auckland was down a little in 2008/09 when compared with 2007/08."

Mr Markland also noted that these four main forms of gambling together raised around \$640 million for a variety of purposes in 2008/09.

"The New Zealand Racing Board raised around \$120 million for the racing industry and to support racing club infrastructure. The New Zealand Lotteries Commission transferred \$189 million to the Lottery Grants Board for allocation to various arts, cultural, sporting and other community purposes. The casinos paid around \$3 million to their community trusts. It is more difficult to provide precise numbers for the non-casino gaming machine sector, partly because gaming machine societies have different financial years. However, a reasonable estimate is that non-casino gaming machines raised around \$330m for community purposes in 2008/09."

down on the same period last year and five per cent down on an annual basis.

Figures released by the Department of Internal Affairs show that spending dropped from \$218.8 million in the December 09 quarter to \$199.9 million at 31 March 2010 and was \$208.7 m at 31 March 2009. The first quarter drop is similar to last year's of 9.5 per cent and

Continued from page 24...

11 per cent in the first quarter of 2008.

There were fewer licence holders, gambling venues and gaming machines at the end March 2010 compared with the December quarter. Licence holders dropped from 378 to 374, venues dropped from 1491 to 1470 and gaming machines were down from 19,359 to 19,115.

The Department tracks and monitors non-casino gaming machine operations and captures spending through electronic monitoring (EMS), ensuring the integrity of games and the accurate accounting of money. EMS became fully operational in March 2007.

Gambling raises concern

16 April 2010

The Department of Internal Affairs expressed its concern about the number of potentially illegal gambling activities being planned or underway in the Waikato, King Country and Bay of Plenty.

The Department's Director of Gambling Compliance, Mike Hill, said he had received a number of inquiries about pubs and clubs using gambling activities to prop up their business.

"The Department is aware that venues are making arrangements with specialist entrepreneurs, who offer to run gambling activities such as poker games with additional games of chance or lotteries for a fee," Mike Hill said.

"We would like to remind managers of pubs and clubs that if they want to run gambling activities they need to follow the relevant legislation and game rules. They risk heavy penalties if they breach the laws under the Gambling Act 2003."

As a general rule, gambling activities outside of casinos can only be conducted in New Zealand if the purpose is to raise funds for the community. There are some

Pokie operators to suspend business

5 May 2010

Gaming machine societies in more than 1100 pubs across the country were told clearly by the Gambling Commission they cannot use pokie money to compete with one another for desirable venues or for unnecessary entertainment expenditure.

Internal Affairs Gambling Compliance Director, Mike Hill welcomed the Commission's announcement that it had upheld decisions by the Secretary of Internal Affairs to suspend the licence of The Southern Trust (TST) for five days and increased the licence suspension of The Trusts Charitable Foundation (TTCF) from two days to six. TST

Non-casino GM spending by Society Type – January-March 2010

Society Type	Total GMP Quarter	% of Total
Non-Club	\$173,162,412.26	86.6%
Sports Clubs	\$ 4,078,419.89	2.0%
Chartered Clubs	\$ 15,042,517.47	7.5%
RSAs	\$ 7,576,308.44	3.8%
Total Club	\$ 26,697,245.80	13.4%
Total All	\$199,859,658.06	100.0%

exceptions to this general rule for private or low-level gambling activity but there are strict rules associated with this.

"The bottom line for publicans is that they cannot receive any money from these activities. Any profit or commission for the organisers conducting a gambling activity may amount to a criminal offence. In addition, revenue from a gambling activity cannot be used to support the venue's profit or operating expenditure," Mike Hill said.

Poker games with free entry may fall outside the definition of gambling and therefore allow organisers to be paid a fee to arrange the entertainment. However, any payment by participants may bring the event back inside the definition of gambling. If venues offer buy-in schemes or charge entry fees it will be gambling and subject to the legislation.

A gambling licence from the Department is not needed unless the total value of the prizes and/or the turnover exceeds certain limits - but it is best to check the rules for each gambling activity.

More information is available on the Department's website: www.dia.govt.nz (a range of Gambling Fact Sheets provide a good overview of the laws in New Zealand). Alternatively, free phone 0800 257 887 or email gaming.compliance@dia.govt.nz.

has 89 venues with 954 gaming machines and TTCF, 74 venues with 893 pokies. The suspensions must occur within a month of today's decision.

"Since the Act took effect in 2004 the Department has made strenuous efforts to change unlawful behaviour within the sector," Mike Hill said. "We have moved from education and persuasion to a more punitive approach with the sector challenging us all the way.

"As the Commission rightly points out, gambling societies are not commercial ventures but exist to hold licences and conduct gambling to raise money for distribution to community purposes. Many societies seem to have lost sight of the fact that that's why they exist in the first place and their boards are obliged to ensure that they comply with the Act.

Compliance and Regulation...

Continued from page 25...

“It is gratifying that the Commission supports our decisions and expects us to ‘diligently investigate’ similar breaches by other societies and punish accordingly. We are meeting that expectation.”

The Commission said that “consistency of enforcement and treatment is necessary both to do justice between societies and to bring the use of improper practices in a competitive environment to an end.”

The conduct complained of in both appeals was widespread in the Class 4 sector and the decisions have significant implications for gambling operators, the Commission said.

The Trusts Charitable Foundation’s suspension arose from the payment of about \$468,000 in fees and expenses to a company operated by one of the trustees to persuade desirable venues to sign with the foundation rather than other societies. This was in addition to the trustee’s annual honorarium of \$20,250. Trustees also spent \$18,000 on entertainment over less than two years.

“Expenditure which has the purpose simply of securing new venues from other societies does not fall within what is excluded from net proceeds,” the Commission said. “As a result, expenditure on competition for venues between societies cannot be funded by gambling machine proceeds and the scope of competitive activity by all

societies is accordingly constrained.

“Entertainment expenditure is subject to the same restrictions and to the obligation to maximise net proceeds and minimise costs. In this case, the Foundation had wrongly proceeded on the basis that its spending was largely a matter of its own commercial discretion.”

The Commission suspended TTCF’s licence for six days to bring it into line with other suspensions involving considerably smaller amounts.

The Department suspended Southern Trust’s licence for five days for spending approximately \$190,000 on four venues and for paying \$40,000 in brokerage fees for securing agreements with a venue operator covering two venues and for failing to take sufficient steps to disconnect machines after late banking.

The Commission did not uphold the ground related to late banking but found the expenditure on venue upgrades was both a breach of limits set by regulation and a failure to limit expenditure to what was reasonable and necessary and to minimise costs.

“Using gaming machine proceeds to carry out capital expenditure on venues owned by others confers a cash flow or interest benefit on venue operators at the expense of the community,” the Commission commented.

Ban on harness racing club grants confirmed

28 May 2010

Gaming machine societies Lion and Perry Foundations have now decided not to contest an Internal Affairs Department decision which prevents them from granting pokie funds to four northern harness racing clubs. A third society, Infinity Foundation, is still considering its position.

Last November the Department imposed the gambling licence condition on Lion, Perry and Infinity Foundations preventing them from making grants to the Thames Harness Racing Club and the Manukau, Kumeu and Franklin Trotting Clubs. This followed an investigation into the grant application process, flow of funds and the relationship between the societies, trotting clubs and Northern Hospitality Management Ltd, which operated at seven venues where the societies involved had gaming machines. The investigation showed that while grants to the four clubs totalled about \$400,000 up to 2005, between 2006 and December 2008 they received over \$5.4 million.

Gambling Compliance Director Mike Hill said the Department considered the grants were inconsistent with sections 113 and 118 of the Gambling Act 2003, which make it clear that decisions about gaming machine grants

should be transparent, free from conflicts of interest or conditions.

“The societies lodged an appeal with the Gambling Commission against the condition, assuring us of no wrong-doing,” Mike Hill said. “We are pleased they have now recognised the legitimate concerns of the Department and Lion and Perry have told us they will withdraw their appeals.

“The Department’s concern was not that funding was going to racing purposes but that arrangements have been entered into to capture the funding.

“Any moves that seek to capture funding flows from pokie machines are rorting the system and the Department is working strenuously to expose them. We want to ensure community groups have fair access to gambling-generated community funds and there are several investigations under way involving similar such arrangements.

“While Lion and Perry still don’t acknowledge any wrongdoing, the Department will continue to closely monitor the sector and will prosecute where there is evidence of a breach of the Act.”

The Department has yet to make a decision on a proposal to impose a 21-day suspension of gaming machine operations at the seven venues operated by Northern Hospitality, Mike Hill added.

Ministry of Health Update

Barbara Philllips
Group Manager – Minimising Harm Group

As we quickly approach the end of the Ministry's financial year and the start of the next problem gambling levy period, it seems like a good time to give an update on the Ministry's work programme.

As many of you will be aware, the last two to three months of this financial year are busy times for the Ministry's problem gambling team, particularly the contract managers, as they work to ensure contracts are in place for the next three-year service period. This has been a relatively smooth process this time round, with the team being on track to have three-year contracts in place from 1 July 2010.

Funding levels have, as always, been a topic of discussion throughout the contract negotiations. While it is pleasing to see the number of providers wanting to increase their level of activity in the sector, and corresponding FTE numbers, the Ministry is required to maintain funding levels at 2007-10 levels, and this has been a key factor in its funding and FTE calculations.

There has been considerable activity on the research front, with final reports expected shortly on the exclusion study and evaluation of problem gambling intervention services projects. The Ministry is also in the final stages of agreeing on a provider and methodology for a national gambling study. This will be a significant piece of work, to take place over the 2010-2013 service period, with a longitudinal component included. Other projects recently commenced include an investigation on the effects of marketing of gambling products, venue and game characteristics and the three studies investigating the impacts of gambling (and problem gambling) on Maori, Pacific and Asian communities.

There has, in recent months, been some media coverage around the changing face of the health sector, restructuring within the Ministry, reductions in staffing and the overall change in focus for the Ministry in the light of the newly established National Health Board. As your contract managers have been discussing, in terms of the relationships with the National Problem Gambling Team, there will be no change in processes.

The draft Addiction Intervention Competency Framework is now available for consultation. Consultation closes 20 August 2010, with a 'summary feedback report' available on request from 30th September 2010. It is intended that the practitioner competencies will apply to all practitioners providing AoD treatment and / or problem gambling intervention services. The revised Framework is scheduled for completion by 1 December 2010. The proposed Framework will be the subject of a presentation and workshop activities at the forthcoming national problem gambling provider forum.



The key documents and information about the draft Framework and feedback processes are currently available on the Matua Raki and Abacus websites - www.matuaraki.org.nz and www.acts.co.nz

Many in the sector will already be aware that the Ministry of Health and Niu Development Inc have jointly agreed that the existing Niu Development Inc problem gambling public health contract will not be renewed beyond 30 September 2010. The Ministry is committed to preventing and minimising the effects of problem gambling on Pacific people and will shortly embark on service procurement processes to ensure seamless service delivery for the Pacific communities in Auckland. The Ministry acknowledges and thanks all those at Niu who have worked to address gambling harm in their community with enthusiasm, dedication and passion.

Finally, I look forward to seeing you all at the forthcoming Problem Gambling National Provider Forum scheduled to be held in Wellington during 21 – 23 July 2010. From what I have seen to date, there is a very full programme to enable networking, sharing of experiences / knowledge and training opportunities.

Contact:

What's Happening...

2010 Proposed Calendar of Events

27 December – 16 January	<i>HSC: Social Marketing TV and Radio Advertisement</i>
26th January 2010	<i>Abacus: Maori Problem Gambling Clinical Training - Rotorua</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>
14th– 27th March 2010	<i>HSC: Social Marketing TV and Radio Advertisement</i>
25th – 26th March 2010	National Provider Forum Rescheduled to 21-23 July <i>Te Kakano: National Provider Problem Gambling Public Health Training</i>
22 – 23 April 2010	<i>National Coordination Service: National Pacific Fono (22nd April) - Auckland</i> <i>Te Kakano: Pacific Problem Gambling Public Health Training (23rd 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:

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