

PROBLEM GAMBLING NATIONAL PROVIDER FORUM

2010-2013 What Will You Do.?

The National Provider Forum celebrates the achievements so far in the problem gambling provider sector, while looking forward to the next three year contractual period.

It is our strong belief that the gambling environment will continue to provide challenges that will always impact on the wellbeing of our communities in Aotearoa.

The challenge for us now is to build on the foundation already laid, to gain momentum and achieve effective outcomes for all.

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

WHEN: 21st – 23rd July 2010

WHERE: Wellington

VENUE: CQ-Comfort & Quality Hotels Wellington
213 – 223 Cuba Street, Wellington

Please Note:

Abstracts are now open and due in no later than 12th May 2010. The National Provider Forum is an invitation forum specifically for Ministry of Health funded Problem Gambling Service providers. Invitations are extended to other agencies. There is no registration fee to attend. Service Providers have been funded to provide their own travel and accommodation costs from their problem gambling contracts. Morning tea, lunch, afternoon tea (including breakfast on day two) will be provided. Final programme will be sent out prior to forum. Registration closes 30th June 2010.

Problem Gambling National Provider Forum - Wellington

21 - 23 July 2010 What Will You Do - 2010 to 2013?

Programme Schedule

Day One: Wednesday 21st July 2010

	Time	Presentation	Speaker	Room	Chair
Opening	9.30am - 10.00am	Powhiri	Eru Thompson & Mana Whenua	Auditorium	Eru Thompson
	10.00am - 10.30am	Welcoming Address	Hon Peter Dunne	Auditorium	
	10.30am - 10.50am	Te Kakano Overview	Ruth Herd/John Raeburn	Auditorium	
10.50am - 11.10am Morning Tea					
Morning Session	11.10am - 12.00pm	Motivational Speaker	Billy Graham	Auditorium	Melino Maka
	12.00pm - 12.15pm	'What Will You Do - 2010 to 2013?' - Breaking Down the Barriers	Jenny Wolf - Ministry of Health	Auditorium	
	12.15pm - 1.00pm	What Will You Do - 2010 to 2013?' - Youth: Provider Discussion	Panel - Fiona Rossen, Hinemoa Metekingi Sharna-Lee Packer, Rufo Pupualli, Billy Graham	Auditorium	
1.00pm - 1.45pm Lunch					
Afternoon Session 1					
Breakout 1 - WFD/Int	1.45pm - 3.15pm	Ref # Breakout Streams			
	1.45pm - 3.15pm	100 Orientation Workshop for New Clinicians	Abacus	Cuba 2	Abacus
	1.45pm - 3.15pm	101 Peer Review Practice Workshop for Experienced Clinicians	Abacus	Cuba 3	Abacus
	1.45pm - 3.15pm	102 Public Health Workshop	Te Kakano	Cuba 4	Ruth Herd
	1.45pm - 2.15pm	104 Rethinking on the Purpose of Problem Gambling Practice	Chris Watkins & Judy Clarke - TSA Oasis Dunedin	Cuba 5	Phil Townshend
	2.15pm - 2.45pm	105 "Tuaoi Tagata": An Integrated Model of Pacific Practice	Pesio Ah Honi Siitia - PGFNZ Mapu Maia	Cuba 5	Layla Lyndon-Tonga
	2.45pm - 3.15pm	106 CEP (Co-existing Problems) Capable	Jenny Wolf, Dean Adam & Raine Berry - Ministry of Health	Cuba 5	Fiona Rossen
3.15pm - 3.30pm Afternoon Tea					
Afternoon Session 2					
Breakout 1 - WFD/Int	3.30pm - 5.00pm	Ref # Breakout Streams			
	3.30pm - 5.00pm	100 Orientation Workshop for New Clinicians (cont'd)	Abacus	Cuba 2	Abacus
	3.30pm - 5.00pm	101 Peer Review Practice Workshop for Experienced Clinicians (cont'd)	Abacus	Cuba 3	Abacus
	3.30pm - 5.00pm	103 Public Health Workshop (cont'd)	Te Kakano	Cuba 4	Ruth Herd
	3.30pm - 4.00pm	107 Talanoa I Le I/A - Youth Action Viewpoints on Gambling in Churches	Ruto Pupualli - PGFNZ Mapu Maia	Cuba 5	Ron Tustin
	4.00pm - 4.30pm	108 Community Harm from Access to Gambling Opportunities	Dr Martin Wall - Massey University	Cuba 5	Fiona Rossen
	4.30pm - 5.00pm	106 CEP (Co-existing Problems) Capable (Repeat)	Jenny Wolf, Dean Adam & Raine Berry - Ministry of Health	Cuba 5	Fiona Rossen

Day One: Presentations

See programme for allocated rooms and times

Please note: Afternoon Sessions

Te Kakano Public Health Workshop – Ref # 102 & 103 details not available at time of print

Orientation Module Two:

Working in Problem Gambling Services

This module describes the service specifications introduced by the Ministry of Health in January 2008, and also introduces the Practice Requirements Handbook and Intervention service model components, relating it to clinical concepts such as the Model of Change. The different pathways clients may use to access intervention services are also noted. The module also describes the documents, screening tools and forms used to collect data for client intervention statistics. The four main components of service provision are described in detail; these are: Brief intervention, Full Intervention, Facilitation and Follow-up. There are opportunities for training participants to work in small groups with client scenarios for each specification, in order to practice using the various forms, and to provide a means for clarification and to compare their experience with others.

This module is a full afternoon session with an afternoon tea break. It is ideally suited to new treatment practitioners in the problem gambling field.

Advanced Problem Gambling Practitioner Workshop

This three and a half hour workshop will provide an opportunity for experienced practitioners to share their expertise and practise clinical skills. Interactive exercises and role plays will give counsellors the opportunity to work with Mr and Mrs Smith who have come along for couple counselling; Andy, the student, who gambled and drank his way through his student loan; a suicidal client who is in hurry to catch a bus and a Casino referred client who would like to get the six sessions over and done with as soon as possible. Participants will also get the chance to see if motivational interviewing can work in groups for those with gambling problems and with significant other groups. Please note this session is in two parts and you will be required to commit to attending before and after the afternoon tea break to ensure group safety and get the maximum out of participation.

Title: Re-thinking the purpose of problem gambling practice

Presenters

Chris Watkins

Judy Clarke

As problem gambling service providers we daily witness the erosion of fundamental human relationships. Increasingly our life-worlds (that of family, friends, cultural groups and colleagues etc) are being defined and controlled by the abstract systems that characterize modern society, such as money, state bureaucracy, international corporations, the internet and television marketing.

Pokie gambling is a very good example of an abstract system colonizing the life world and effectively substituting for direct human relationship. We sense, to a greater or lesser extent, how each of the forces mentioned above meet and coalesce in the presence of the pokie machine in our community. And we each, more or less, feel powerless to resist these forces in our lives.

In observing this, questions about the purpose of problem gambling counselling inevitably arise. Are we there solely to help the client cease their gambling behaviour? Is our task to turn dysfunctional consumers into functional consumers in a dysfunctional world? Should we be endeavouring to assist people toward authenticity and autonomy? Do we have a role as a radical voice critiquing these trends in modern society? Where do issues of social justice sit with the role of counselor?

We argue that by offering a real, mutual, human relationship, problem gambling practitioners take a radical stance over and against a dehumanizing environment. We can challenge indirect ways of relating by endeavouring to support community awareness around social justice and community participation in decision making.

In this presentation we would like to initiate a conversation around these questions and discuss the implications of this for our work.

Presenters

Chris Watkins has been working as Gambling Counsellor at the Dunedin Oasis Centre for 6 years. He is especially interested in the role of ethics and justice in clinical practice and the wider community. This involves the creation of robust mutual relationships as basis for building trust.

Judy Clarke has been working as a problem gambling counsellor at the Dunedin Oasis Centre for approximately 4 years. She has a varied background in the health and education fields and has a particular interest in the social determinants of health and wellbeing.

**Title: 2010 -2013 WHAT WILL YOU DO?
“Tuaoi Tagata”– An integrated model of Pacific practice**

Presenter

Pesio Ah Honi Siitia

The Mapu Maia team will present a draft model of practice that integrates both public health and clinical interventions.

“Tuaoi Tagata” meaning the relationship and boundaries between people. We will describe how privileging relationships with key people and understanding these relationships encompasses all the various dimensions of working with Pacific people.

This presentation will explore Pacific engagement protocols at various levels of the family Fa’amatai structure and how we aim to work alongside families using the “Tuaoi Tagata” model.

One of our values is – We Value People –We value Tagata and the way forward for Mapu Maia is to first value the engagement process.

Presenter:

Pesio Ah Honi Siitia

Pacific Manager, Mapu Maia – Problem Gambling Foundation of New Zealand

B.BS Marketing, Auckland University

Post Grad. Public Health Promotion

Pesio is Samoan born and New Zealand raised with over 20 years experience working with Pacific Island communities in public health and community development. Her background is in tertiary education, program development and workforce development within the Pacific community.

Pesio has worked in the problem gambling sector for over eight years and is currently the Pacific Manager of Mapu Maia, the Pacific unit of the Problem Gambling Foundation of NZ.

Title: Nationwide Co-Existing Problems (“CEP”) Project – an overview

Presenters

Jenny Wolf
Raine Berry
Dean Adam

Workshops

Title: Co-existing problems (“CEP”) service responsiveness – what does this mean practically?

This half hour workshop will focus on the 4 quadrants of approaching co-existing gambling and AOD issues. The workshop will discuss systems and workforce themes to address for services to become more “CEP-capable”.

Jenny Wolf

Jenny’s background is in community mental health social work in Australia and New Zealand. She has held a Quality role in mental health, Auckland, managed the Regional Alcohol & Drug Service, Auckland, and managed Bay of Plenty Mental Health Services. Jenny currently works at the Ministry of Health as Senior Advisor Addiction Treatment.

Raine Berry

Raine Berry is the Director of Matua Raki the National Addiciton Workforce Development Centre. She registered as a Psychiatric Nurse in the mid 1970s, and entered the addictions sector in 1990. She has extensive experience in the Addiction sector in clinical, academic and management positions. Raine graduated with her Master of Health Science from Otago University in 1999 and has a special interest in the co-existing mental health and addictions area.

Title: TALANOA I LE I'A. (Talk to the fish). Knowing your audience is a way forward to public health approach. The youth action group's viewpoints on gambling in churches.

Presenter

Rufo Pupualii

Talking to the fish (talanoa i le i'a) is the representation of building relationships with the Pacific youths in churches using my strength based model. The Samoan proverb says "O le i'a a tautai e alu i le faalolo," relates to the collective voice of youth members that come together to support the leader for an effective reason. The church youth members are committed to share common beliefs, family values, spiritual understandings and environment confidentially. They believe to work collectively to achieve minimization of gambling harms. This is the beauty of Pacific society at any forms, levels, settings and cultural practice. As a public health worker practicing in South Auckland, building relationships with the Pacific youth members I must engage personal values of love, caring, empathy, and empowerment and build resilience to make a good move. Papatoetoe youth members in 2008-2010 is making a step forward to be self aware of harmful gambling in using gambling ways of fundraising. The youths believe these gambling fundraising are major factors to contribute in playing gaming machines. In 2010+ Mapu Maia is confirming an action plan to move on from the Samoans to the Tongan Methodist youth members. As being approved and discussed by the church ministers we are planning to engage the same strategic plan to share among other youths in 6 years. This is the move on/ long term project of Mapu Maia for Pasifika youths targeting all Pacific Islands groups in Auckland Churches.

What will Mapu Maia do?

We are planning the strategic plan for three years 2010-2013 for this new Tongan youth group. We are backing up all the church youths fundraising by supporting them to find more ways to develop youth's project financially. We run programmes on monthly basis to strengthen the motive of the youth. We work collaboratively with the Church Ministers to strengthen this community action. We plan events together with ideas from the youth. If possible the media will be reported the essence of our Pasifika youth strengths model for the eyes of the gambling world.

Model: Youth views based, Talanoa i le ia.

Presenter

Rufo Pupualii: B.ED/BA Pacific Studies & Sociology/Pacific Health Promotion Advisor for Mapu Maia, Problem Gambling Foundation of NZ.

Ph: 0274970365, rufo.pupualii@pgfnz.org.nz

Biography: Rufo has been employed in the Pacific Mental Health Services in the field of Public Health Educator for 5 years. Currently she is employed as a Pacific Health Promotion Advisor for Mapu Maia Problem Gambling Foundation of New Zealand. Her work base is located at Manukau City but she covers Pacific communities across Auckland region.

Title: Community Harm from access to gambling opportunities: An ecological approach based on routine and administrative data.

Presenter:

Martin Wall

Introduction

We use an ecological model to examine to what extent gambling 'exposure' (ease of access to gambling opportunities) impacts on the wellbeing of communities.

Method

We derived a number of indicators of community wellbeing or harm based on a theoretical model and using data collected for routine or administrative reasons. Indicators were calculated at Census Area Unit level (CAU). Indicators related to different dimensions of community harm including: crime, schooling achievement, social cohesion, debt redlining, property prices and volunteering.

For measuring gambling exposure we concentrated on electronic gaming machines, widely considered the type of gambling most associated with harm. Exposure measures included density of gaming machines within 800m and 5000m of the centre of each CAU. A series of statistical models were fitted relating measures of gambling exposure to indicators of community harm. The New Zealand deprivation score, urban or rural character of the region and CAU population were included as potential confounders.

Results

We hypothesised that greater exposure (as measured by greater density) would be associated with greater community harm. This was true for indicators of crime rates, social capital, food parcels and volunteering but not for property sales, debt profiling and schooling outcomes.

Discussion

The results demonstrate that data collected for routine or administrative reasons can be used to measure community harm and be incorporated into a public health model of gambling.

However, lack of coverage at local level and the fact that routine data is usually collected, collated and provided in a way that is not ideal for measuring community well being has meant our results are often unclear. Gaps remain in our understanding of the community impacts of exposure to gambling opportunities.

Presenter

Dr Martin Wall

Centre for Social & Health Outcomes Research and Evaluation
Massey University

Problem Gambling National Provider Forum - Wellington

21 - 23 July 2010
 'What Will You Do - 2010 to 2013?'

Programme Schedule

Day Two:	Thursday	22nd July 2010	Speaker	Room	Chair
Breakfast Session	Time 7.30am - 8.30am	Presentation Health Sponsorship Council - Overview	Hannah Crump - HSC	Auditorium	Lynette Hutson
Morning Session 1	8.30am - 8.45am 8.45am - 9.15am 9.15am - 9.45am 9.45am - 10.30am	Summary from Breakout Sessions Day 1 Ministry of Health - The Changing Environment We Are All Operating In Department of Internal Affairs - Overview: Integrated Platform Research: Its Purpose & Role in Gambling Practice & Policy	Breakout Chairs Barbara Phillips - Ministry of Health Sanjay Sewambar - Department of Internal Affairs Max Abbott - Auckland University of Technology	Auditorium Auditorium Auditorium Auditorium	
10.30am - 11.00am Light Morning Tea					
Morning Session 2	11.00am - 11.20am 11.20am - 12.00pm	Expectations/Measuring Outcomes Whanau Ora	Dean Adam - Ministry of Health Ann Dysart - Ministry of Social Development	Auditorium Auditorium	Lynette Hutson
12.00pm - 1.00pm Lunch					
Afternoon Session 1	1.00pm - 3.00pm	Ref # Breakout Streams			
Breakout 1 - WFD/Int	1.00pm - 3.00pm	201 Facilitation Workshop for Clinicians	Abacus	Cuba 1	Abacus
Breakout 2 - WFD/PH	1.00pm - 3.00pm	202 Public Health Workshop	Te Kakano	Cuba 2	Ruth Herd
Breakout 3 - PH	1.00pm - 3.00pm	203 Media Training	Hannah Crump - Health Sponsorship Council	Cuba 3	Fiona Rossen
Breakout 4 - Int/PH	1.00pm - 1.30pm	204 MVSE Wshp - A Package for Providers of Pokie Gambling - 'Xclusion'	Philip Townshend - Problem Gambling Foundation of New Zealand	Cuba 4	Jeanette Arnold
Breakout 4 - Int/PH	1.30pm - 2.00pm	205 MVSE Wshp - The Move Towards a Nation-Wide Electronic Exclusion System	Matt McMillan, Eru Loach, Chris Watkins	Cuba 4	Jeanette Arnold
Breakout 4 - Int/PH	2.00pm - 2.30pm	206 MVSE Workshop - Discussion	Matt McMillan, Eru Loach, Chris Watkins and Phil Townshend	Cuba 4	Jeanette Arnold
Breakout 5 -	1.00pm - 1.30pm	207 Expectations/Measuring Outcomes - Workshop	Dean Adam - Ministry of Health	Cuba 5	Brent Diack
Breakout 5 - PH	1.30pm - 2.30pm	207 Prevention, Problem Gambling and Poverty - Workshop	Layla Lyndon Tonga - Nga Manga Puriri Trust	Cuba 5	Bob Tamihana
3.00pm - 3.30pm Afternoon Tea					
Afternoon Session 2	3.30pm - 5.00pm	Ref # Breakout Streams			
Breakout 1 - WFD/Int	3.30pm - 5.00pm	201 Facilitation Workshop for Clinicians (cont'd)	Abacus	Cuba 1	Abacus
Breakout 2 - WFD/PH	3.30pm - 5.00pm	202 Public Health Workshop	Te Kakano	Cuba 2	Ruth Herd
Breakout 3 - PH	3.30pm - 5.00pm	203 Media Training (cont'd)	Hannah Crump - Health Sponsorship Council	Cuba 3	Fiona Rossen
Breakout 4 - Int/PH	3.30pm - 4.00pm	208 The Development of a DVD - A Resource	Philip Townshend PGFNZ & Mathew McMillan Te Kahui Hauora O Ngati Koata Trust	Cuba 4	Rachel Hamilton
Breakout 4 - Int	4.00pm - 4.30pm	209 Effective Client Communication in this Electronic Age	Brent Diack - Oasis Centre Aki & Colin Mason - Gambling Helpline	Cuba 4	Tony Milne
Breakout 4 - Int	4.30pm - 5.00pm	210 Whanau Ora - "We're doing it already"	Dianne Richards - TSA Oasis Auckland	Cuba 4	Pesio Siitia
Breakout 5 - PH	3.30pm - 4.00pm	206 Expectations/Measuring Outcomes - Workshop (Repeat)	Dean Adam - Ministry of Health	Cuba 5	Cuba 5
Breakout 5 - PH	4.00pm - 4.30pm	211 "Avanga Malie" Windows of Opportunity	Kotoni Feao, Malo Siliilai & Sherona Mariner - Tupu	Cuba 5	Lui Smith
Breakout 5 - Int	4.30pm - 5.00pm	212 Measuring Therapeutic Outcomes	Dr Vicki Fowler - Woodlands Trust	Cuba5	Lisa Campbell-Durnlu

Day Two: Presentations

See programme for allocated rooms and times

Please note: Afternoon Sessions

Te Kakano Public Health Workshop – Ref # 202 details not available at time of print

Health Sponsorship Council – Media Training Ref # 203 details not available at time of print

Facilitation Module:

Working in Problem Gambling Services

This module will provide an opportunity to gain a greater understanding of the facilitation service specification for problem gambling treatment providers. We will define facilitation, detail how facilitation works, and look at the differences between facilitation and referrals. We will take a look at facilitation in association with full interventions, brief interventions and follow-up and there will be the opportunity to share ideas about how to make the most of this service spec.

This module is a full afternoon session with an afternoon tea break. It is ideally suited to treatment practitioners in the problem gambling field, who have facilitation as one of their contract requirements.

Title: Gambling Harm Prevention: A Package for Providers of Pokie Gambling

Presenter:

Philip Townshend

The stakeholders in gambling are the Government which creates the regulatory environment and acts through the Gambling Commission and DIA to monitor and enforce regulations; the Gambling Industry- a not for profit industry that exists to raise money for community and has an implicit social contract with the wider society; public health providers, including the Ministry of Health who aim to reduce the public's exposure to harmful gambling and build community resilience; treatment providers who provide and promote effective interventions for those harmed by gambling and gamblers themselves who expect product safety and entertainment. Each of these groups has legitimate and sometimes conflicting interests in gambling.

The PGF has developed a package that can contribute to the requirements of each of these stakeholders by assisting class 4 venue staff to recognise and reduce gambling harms where in venues where gambling occurs. This package is a web-based system that incorporates - Xclusion an exclusion monitoring system which streamlines the initiation and monitoring of exclusions by venue staff; Online Host Responsibility Training for venue staff, and a venue self-administered gambling audit tool. In this presentation the three parts of this system are described and demonstrated.

It is expected that treatment providers will have the most interest in the web exclusion part of this system as this has the capacity and so improving the effectiveness of a useful clinical tool.

Presenter

Philip Townshend

Research Director Problem Gambling Foundation of New Zealand

Title: The Move Towards a Nation-Wide Electronic Exclusion System (MVES): What are the benefits for the gambler and venue staff and, what will the role be for the Problem Gambling Provider.

Presenters:

Mathew McMillan

Eru Loach

Chris Watkins

The Gambling Act 2003 acknowledges the importance of host responsibility measures for addressing gambling related harm and, provides the means by which problem gamblers can be excluded from class 4 venues, placing responsibility for compliance jointly with the gambler and gambling venue.

Seven years on, only a few problem gambling providers appear to appreciate the potential of utilizing the exclusion process in assisting the problem gamblers in their area. This slow uptake may be due to a limited understanding of the exclusion process by problem gamblers, providers and venue staff as well as the difficulty in establishing relationships between providers and venues which we have found is an essential part of ensuring that this tool is used both effectively and appropriately.

With the use of exclusions expected to increase steadily, there is the need for regions to develop their own MVES and the need to start the process of devolving an effective standardized national MVES. The paper will consist of a brief presentation by the speakers followed by the opportunity for an open discussion on how best to implement a MVES in your area as well as what should be done towards a MVES at a national level.

It will outline the importance of such a system, the role of the key players and, the benefits for the Problem Gambler, the Venue and the Problem Gambling Providers.

Biographical Data

Mathew McMillan

Mathew McMillan: Clinician and Health Promoter, Te Kahui Hauora o Ngati Koata Trust (Nelson). 50 Halifax Road Nelson New Zealand 7010, Phone 064 3 5482230 gambling@koata.iwi.nz

Mathew McMillan is a Gambling/Addiction Clinician and has worked in both the Alcohol and Drug Field and Problem Gambling Field. He works for Te Kahui Hauora o Ngati Koata Trust, which is a Maori Health and Social Service. He works closely with PGF in his clinical and Public Health roles.

Eru Loach

Eru Loach: Health Promoter – Problem Gambling, Nga Kete Matauranga Pounamu Trust (Invercargill). 66 Yarrow Street, PO Box 1749, Invercargill 9840.

Phone (03) 2145260, Freephone 0800 925242, Email eru@kaitahu.maori.nz

Eru Loach has been working as a Health Promoter in Problem Gambling for the last 2 ½ years at Nga Kete Matauranga Pounamu Trust, Invercargill. Prior to this he worked in the NZ Police for 16 years. He is passionate about encouraging change to improve processes and procedures to enhance harm minimisation.

Chris Watkins

Chris Watkins: Gambling Counsellor – The Salvation Army Oasis Centre (Dunedin) 160 Crawford Street, PO Box 934, Dunedin 9054.

Phone (03) 477 9852, chris_watkins@nzf.salvationarmy.org

Chris Watkins has been working as Gambling Counsellor at the Dunedin Oasis Centre for 6 years. He is especially interested in the role of ethics and justice in clinical practice and the wider community. This involves the creation of robust mutual relationships as basis for building trust.

Ref 207

Title: Prevention, Problem gambling and Poverty

Presenter

Layla Lyndon-Tonga

Relevant MOH Contract Specifications

1. PGPH03 Supportive Communities;
2. PGPH05 Effective Screening Environments;
3. PGA01 Kaumatua Liaison;
4. PGA02 Workforce Development

This workshop will provide an exploratory view into the relationship between prevention, problem gambling and poverty. The last six months has seen Nga Manga Puriri reorient its approach to community development and relationship building through an agreement with Auckland University's Maori SIDS Team (Sudden Infant Death Syndrome). Train the trainer workshops aimed at the wider health workforce uses principles of 'He Korowai Oranga' while introducing modifiable risk factors including Poverty and the modern response to an alarming rate of SIDS and SUDI (Sudden Unexplained Death In Infants) among Maori. These workshops were delivered across an extensive range of Northland's health and social sector while utilizing Kaumatua and Kuia of Nga Manga Puriri in Marae settings of Te Tai Tokerau.

Presenter

Layla Lyndon-Tonga has been in the Problem Gambling sector for 3.5yrs delivering a range of services involving brief interventions and prevention strategies, Marino Murphy delivers Intervention and Treatment services as part of the Problem Gambling team since 2004. We represent Nga Manga Puriri, an organisation established by Kaumatua (Elders) from different Hapu and Iwi throughout Te Taitokerau o Aotearoa (Northland region of New Zealand). These Kaumatua are the pioneers for health and wellness of all Maori struggling with or working in the field of addictions in Northland. As ambassadors for the cause of indigenous health we are proud to be able to share our experiences with you.

Title: The Development of a DVD based Clinical and Public Health Intervention Resource

Presenters

Philip Townshend and Mathew McMillan

The Problem Gambling Foundation and Te Kahui Hauora o Ngati Koata Trust have produced a DVD that provides information and a level of clinical intervention for new and prospective clients seeking assistance for problem gambling. This resource is professionally presented but sufficiently low cost to give to clients as a handout or be accessible on the Net. When the DVD is played the client sees a menu allowing them to choose a number of short treatment interventions, motivational information and information giving sessions or vignettes of 2-10 minutes durations. The client can view these in their own time and may reuse them (the relaxation vignettes) use them a few times (the desensitisation and consumer voices vignettes) or access once (the information giving vignettes). The advantage of using a DVD format is that information can be presented in a high quality format and is able to be edited over time to adapt to changes in the problem gambling environment. For example as internet gambling becomes a significant mode of gambling for presenting clients the DVD can be changed by adding a specific and targeted internet gambling vignette. The DVD produced involves multiple ethnic and gender contributors.

This presentation describes the content and the process of developing this resource as the authors believe the DVD format may have a significant adjunctive role in providing services for minority client groups, clients living in remote areas or immediate services to clients who otherwise would have to wait for treatment.

Some of the segments of the DVD have proven useful as a Public Health tool and in Host Responsibility Education. A future DVD is planned that will incorporate both Clinical and Public Health components.

Presenters

Dr. Philip Townshend: Research Director, Problem Gambling Foundation of New Zealand. 50 Halifax Road Nelson New Zealand 7010, Phone 064 3 5482230 phil.townshend@pgfnz.org.nz
Philip Townshend is a clinical psychologist working in a clinical and research role for the Problem Gambling Foundation of New Zealand in Nelson. In this role he has developed interventions resources including a handbook for counselors, A medications in addictions guide and the DVD which is the subject of this presentation.

Mathew McMillan: Clinician and Health Promoter, Te Kahui Hauora o Ngati Koata Trust (Nelson). 50 Halifax Road Nelson New Zealand 7010, Phone 064 3 5482230 gambling@koata.iwi.nz
Mathew McMillan is a Gambling/Addiction Clinician and has worked in both the Alcohol and Drug Field and Problem Gambling Field. He works for Te Kahui Hauora o Ngati Koata Trust, which is a Maori Health and Social Service. He works closely with PGF in his clinical and Public Health roles.

Effective client communication in this electronic age

Presenter

Brent Diack

The Salvation Army Oasis Centre Auckland

Is modern communication through Direct Dial, cell phone and email an effective 'intervention' in the problem gambling counselling relationship.

We will explore the current use of such technology and openly discuss its role within our work as problem gambling clinicians.

Whanau Ora - "We're already doing it"

Presenter

Dianne Richards

The Salvation Army Oasis Centre Auckland

While the fanfare surrounding the launch of Whanau Ora has been controversial, the reality is that we're already doing it, and we've been doing it for years.

This case presentation will demonstrate the practical application of Whanau Ora from a gambling context, exploring the multifaceted issues of:

- Whanau dynamics
- Tino Rangitiratanga
- Ethical considerations
- Contractual obligations
- Organisational Policy
- The dichotomy between cultural and clinical considerations

Title: “Avanga Malie” (Windows of Opportunity)

Presenters

Kotoni Fe'ao

Malo Silailai

Sherona Mariner

Theme: Pacific Cultural Clinical Intervention

While gambling exists within our Pacific community, the challenge is trying to identify it, as gambling is still a hidden disorder. Unlike alcohol or drugs, there are no obvious or visible signs that help us to identify that a person is experiencing problems around gambling. It is only when they present to us that the problem is made obvious. Therefore, for Tupu it is about meeting them half way (where ever they present) and finding a place where they can openly share and discuss any issues or concerns around their gambling.

As a service, Tupu consists of a team of Pacific Island regional workers who specialise in alcohol, other drugs and gambling counselling. Being a regional service, an important aspect of our service is not only carrying out clinical work, but also networking and partnering up with other Pacific services. In establishing these relationships it allows us to work in different settings and to provide an awareness around gambling to our community.

As an intervention service, we use our clinical processes to safely screen and identify clients who may present with gambling issues, and work towards education and intervention (if needed). Furthermore, it is about using our existing satellites to improve access and working in collaboration with the justice, primary health care and mental health services. These are our 'windows of opportunities' which helps us work towards our goal of reaching out to our Pacific community, and providing an awareness as well as intervention around problem gambling.

Presenters

Tupu Pacific Alcohol, Drugs and Gambling Service

Level 1, 409 New North Road,

Kingsland

Auckland

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Fax: 845 1840

Title: Measuring Therapeutic Outcomes

Presenter

Dr Vicki Fowler

The Woodlands Trust Initial Gambling Screen and Final Gambling Screen is a 38 Item screen for use with problem gamblers. It measures three category areas: loss of control over gambling, negative consequences of gambling and drivers of gambling behaviour. Statistical results are presented for the screen's versatility over a number of years of application. When used in conjunction with Woodlands Trust gambling recording system the screen becomes a very useful assessment and monitoring tool for clients in measuring therapeutic outcomes.

Woodlands Trust

Problem Gambling National Provider Forum - Wellington

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Programme Schedule

Day Three:	Friday	23rd July 2010	Speaker	Room	Chair
Morning Session	Time	Presentation	Speaker		
	8.30am - 8.45am	Summary of Breakout Sessions - Day 2	Chairs from Day 2	Auditorium	Graeme Ramsey
	8.45am - 9.05am	CLIC Data Improvement System Project	Alan Redford - Ministry of Health Consultant	Auditorium	
	9.05am - 9.35am	Provider Initiative - Re Upcoming Opportunities	Dean Adam - Ministry of Health	Auditorium	
	9.35am - 10.30am	Provider Panel - Working Collaboratively	Panel - Denis McLeod, Gerardine Clifford, Chris Watkins, Bernie	Auditorium	
	10.30am - 11.00am	Light Morning Tea			
Morning Session	Ref #	Addiction Competencies Nearing Alignment: The Situation to Date	Ian MacEwan, Sean Sullivan, Paula Parsonage	Auditorium	Graeme Ramsey
	11.00am - 12.00am				
	12.00pm - 1.00pm	Lunch			
Afternoon Session 1	Ref #	Real Skills - Competencies Workshop for Clinicians	Abacus	Cuba 1	Abacus
Breakout 1 - WFD Int	1.00pm - 2.30pm	301	Te Kakano	Cuba 2	Te Kakano
Breakout 2 - WFD PH	1.00pm - 2.30pm	302	Maiti Erick - Niu Development Inc.	Cuba 3	Rufo Pupuali
Breakout 3 - PH	1.00pm - 1.30pm	303	Hannah Crump - Health Sponsorship Council	Cuba 3	Ben Everist
Breakout 3 - Int/PH	1.30pm - 2.00pm	304	Leigh-Ann Pukeroa - TSA Oasis Centre, Auckland	Cuba 3	Ben Everist
Breakout 3 - Int/PH	2.00pm - 2.30pm	305	Mutaotofia Tuejipi Clarke & Maliana Erick - Niu Development Inc.	Cuba 4	Rachel Hamilton
Breakout 4 - Int	1.00pm - 1.30pm	306	Gerardine Clifford & Louis Smith - Taeaomahino Trust	Cuba 4	Ron Tustin
Breakout 4 - Int	1.30pm - 2.00pm	307	Grant Reihihana - Raukura Hauora O Tainui	Cuba 4	Brent Diack
Breakout 4 - Int	2.00pm - 2.30pm	308	Wenli Zhang - Problem Foundation of New Zealand	Cuba 4	Zoe Hawke
Breakout 5 - Int	1.00pm - 1.30pm	309		Cuba 5	
Breakout 5 - PH	1.30pm - 2.00pm	310		Cuba 5	Fiona Rossen
	2.30pm - 3.00pm	Afternoon Tea			
		Asian Song			
Closing Session	3.00pm - 3.15pm	Summary from Breakout Sessions Day 3	Chairs from Breakout Day 3	Auditorium	Eru Thompson
	3.15pm - 3.45pm	Summary and final comments - 'What Will You Do - 2010 to 2013?'	TBC		& Melino Maka
	3.45pm - 4.00pm	Closing Address	Eru Thompson & Melino Maka		
	4.00pm - 4.15pm	Poroporoaki (Formal Closing)	Eru Thompson		

Day Three: Presentations

See programme for allocated rooms and times

Please note: Afternoon Sessions

Te Kakano Public Health Workshop – Ref # 302 details not available at time of print

Health Sponsorship Council – Ref # 304 & 305 details not available at time of print

Title: Addiction competencies nearing alignment: the situation to date

Presenters:

Paula Parsonage

Ian MacEwan

Sean Sullivan

Last year, the members of the Addiction Competency Project Contracts Management group (the Contracts group) charged by the Ministry of Health with development of aligned competencies between AOD, Smoking Cessation (SC) and Problem Gambling (PG), 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 for feedback to a wider stakeholders group in Auckland, and to identify training availability.

Following development of Draft Foundation competencies across the range of addiction workers within these sectors, the integration of Lets Get Real skills (for those working in addiction and mental health), the Takarangi Competency Framework, Real Skills plus Seitapu, and Draft PG competencies, further feedback on the draft is being sought from the sectors.

In addition, DAPAANZ was approached as the existing professional body for AOD, to ascertain whether it may also be the professional body for PG and SC. An interim arrangement has been reached with DAPAANZ for PG practitioners which will be reported on.

Paula Parsonage as project leader will describe the projects progress to date, while Sean Sullivan from Abacus will report on the PG competencies. Ian MacEwan, as DAPAANZ Executive Director, will report on the availability of DAPAANZ for PG practitioners who seek to belong to a professional body.

Lets Get Real & Problem Gambling Treatment

Lets Get Real describes the essential knowledge, skills and attitudes for effective mental health and addiction treatment. There are seven skill sets described as Real Skills, for short, that have both a broad definition and three indicator levels (essential, practitioner and leader) of what is required to achieve these. The aim or purpose of Lets Get Real is to:

- Help everyone working across services that assist those affected by mental health and addiction (and clients) to understand each other better
- Ensure all know what is best practice
- Is a complement to different competencies of the various health professionals (i.e. overview of essential, skills and attitudes)
- Improve ability for practitioners to move between services
- Improve workforce development, and
- Increase our accountability, especially to service users

From late 2008 this framework started to be rolled out.

This training will cover the expectations of Lets Get Real, the values and attitudes upon which they are based, and how they will fit with the draft problem gambling treatment competencies.

Title: Onoono ki Tua, Onoono ki Mua (Looking Back, Looking Forward)

Presenter:

Mali Erick

To be able to plan for the future, one must look back to the past and the lessons learnt. Niu Development Inc is one of the pacific providers, funded by the Ministry of Health to deliver the problem gambling health promotion to Pacific families and communities in the Auckland region. The service has build very strong relationships with the pacific communities, NGOs and churches seeking support to raise the problem gambling harm awareness to the pacific people. This paper will present how Niu Development Inc Problem Gambling Team worked with other services to keep problem gambling issue to the fore. This paper will also present some of the achievements and challenges faced by staff in their work and where to from here for the service.

Organisation: Niu Development Inc.

Navigating Bureaucratic Pathways for Mental Health Clients

Presenter

Leigh-Ann Pukeroa

The Salvation Army Oasis Centre Auckland

What of mental health clients?

This case presentation will detail the difficulties experienced by mental health consumers in working with multiple public organisations.

The extensive facilitation work outlines the need for problem gambling counsellors to be open to a more flexible and fluid approach in order to meet the needs of our clients.

Title: MOTU: SAMOA & PASEFIKA CULTURAL COMPETENCY PASEFIKA HOLISTIC WELLBEING Introducing Fonofale MODEL

Presenter:

Mua'autofia Tueipi Clarke

Cultural shapes human behaviors, all humans are cultural beings, ways of doing things and beliefs systems are a function of culture. (Macpherson, 1990)

AIM:

To be able to work competently with culturally different (e.i a person/s from a culture that is different from your own) clinicians' counselors or anyone work with Pacific people in problem gambling fields must acquire some understanding of that particular culture.

Raises awareness of cultural aspects and to explore how they can be utilized to provide a "goodness of fit" (balance) between cultural practices within Pacific peoples Problem Gambling. Fonofale module was created by Fuimaono Karl Endemann Pulotu is a holistic wellbeing module for Pacific people from the Samoan perspective. There are more Pacific people who agreed that Fonofale module is similar to their culture and wellbeing belief.

Presenter

Mua'autofia Tueipi Clarke – Public Health and Samoa Educator



**National Pacific
Gambling Project**

NIU Development Inc

Title: The Eagle in Our Midst

Presenters

Gerardine Clifford

Louis Smith

At nearly 20 years of age, Taeaomanino Trust is one of New Zealand's longest standing Pacific owned and operated community organisations.

This presentation talks about engaging with Pacific peoples/communities from the perspective of Taeaomanino Trust. The presentation will provide you with some tips for working with the Pacific community. It will also look at the cultural models Taeaomanino uses to work with families once they have engaged in our services. Taeaomanino Trust will present its (Talatalga a Aiga and Sulu) approach to working with families and developing stronger communities.

Organisation: Taeaomanino Trust

Title: Helping Our Whanau Reach Their Goals

Presenters:

Grant Reihana

Iva Singsam

Bobbi Pairama



Raukura Hauora O Tainui

Te Piringa Tupono Gambling Services

Our Team will be presenting a brief overview of Raukura Hauora o Tainui and the services we provide.

We will be sharing and demonstrating some of the interventions that assist our whanau in reaching their goals. These interventions will reflect our Traditional Maori & Pacific Practises and tools to understand yourself and why we do what we do.

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

Title: Interactive Drawing Therapy and Chinese problem gamblers

Presenter

Wenli Zhang

Interactive Drawing Therapy (IDT) is a therapeutic modality in which clients' thoughts and feelings are expressed on paper, and used as a medium for facilitating therapeutic change. Originally created in New Zealand by Russell Withers, IDT's rationale and practical applications have been used internationally, and elaborated in the professional literature. In spite of its heuristic value, IDT's use with Chinese clients, and in particular with those who present with gambling problems, has not been formally investigated. The purpose of the present project is to systematically explore and critically evaluate this issue. Chinese clients challenge gambling professionals to carefully consider the relevance of their theoretical constructs, the techniques and technical processes they use, the culture of the client-counsellor relationship, and the wider goals of the therapeutic process. IDT provides a modality with technical characteristics and ways of working that can be seen as particularly relevant for Chinese clients with gambling problems. The data used in this presentation was accumulated by the primary author, Wenli Zhang, as she incorporated IDT in her counselling practice at the Problem Gambling Foundation over a period of some five years, with particular attention to its more sophisticated use in more than 40 sessions with gambling clients during 2009. The results indicate that IDT, as a modality and conceptual framework, is very relevant for such clients. Its use is further refined when both counsellor and client are Chinese, and its effects are especially meaningful when integrated against a background of the clients' cultural belief systems, migration history, and adaptation strategies. The results of this initial study form the basis for an analysis of more in-depth themes, an exploration of technical implications for intervention with gambling problems, and the development of training protocols.

Presenter

Wenli Zhang, MEd (Counselling), MNZAC, MANZASW, RSW.

Wenli Zhang is a counsellor/social worker and practice leader of Asian Service in Auckland, of the Problem Gambling Foundation of New Zealand. She has worked with individuals, couples and families to minimise the harm caused by problem gambling and related issues. Wenli has used diverse therapeutic modalities in her practice, and in particular Interactive Drawing Therapy as a major tool for last five years. Her other working experience includes helping Asian women overcome domestic violence issues, supporting people recovering from mental health issues, and delivering health promotion in Asian communities in New Zealand. Wenli emigrated from China to New Zealand 14 years ago.

