Tuhia ki te rangi
Write it in the sky
Tuhia ki te whenua
Write it in the land
Tuhia ki te ngākau
Write it in the heart
o ngā tāngata
of the people
Ko te mea nui
That the greatest thing of all
Ko te aroha
is love
Tihei Mauri Ora!!!
Behold there is love
E ngā iwi o te motu
To the people throughout this land
E te iwi o tāwāhi
To the people from afar
E te iwi o te Moana-nui-a-Kiwa
To the people of the Pacific
Tēnā koutou tēnā koutou tēnā
Greetings once, Greetings twice,
koutou katoa
Greetings thrice to everyone
Tēnā koutou i ō tātou tini mate
Greetings to our many departed
Koutou kua wheturangitia
You who have been adorned as stars
Kī te korowai o Ranginui
in the heavens
Koutou kua wehe atu ki te pō
You who have departed to the night
Kī te tua o Te rai
To beyond the veil
Kī te okiokinga
To the resting place
I ō tātou tūpuna
of our ancestors
Haere, haere, haere
Farewell, farewell, farewell
piti hono, tātai hono
The lines are joined
Rātou kua wehe atu ki te pō
Those that have departed to the night
piti hono, tātai hono
The lines are joined
Tātou te hunga ora ki a tātou
To us the living to us
Kua tae mai mātou
We have come
Ki te tautoko te kaupapa
To support the reason
o tēnei wā
of this time
Ki te tautoko
To support
Te moemoea o Te Rōpū whina
the dreams and aspirations of PGFNZ
Mate Petipeti-o-Aotearoa
For us to all work together
Me mahitahi tātou katoa
To put a stop to the harm of problem gambling
He kāti te raruraru o te mate peti peti
To achieve family wellbeing for everyone
Kia whiwhi oranga ai te kaupapa
Therefore let the blessings of the creator
"Whānau Ora" mō te iwi katoa
be with us all
No reira, ma te Atua koutou e tiaki e manaaki,
Let us turn now and give encouragement
Huri noa huri noa
and acknowledgement to all to be
kia kaha kia manawanui
strong and have a steadfast heart
Tēnā koutou, tēnā koutou tēnā
Greetings once, Greetings twice,
tātou katoa
Greetings thrice to everyone
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The Problem Gambling Foundation of New Zealand (PGF) is a national non-profit organisation predominantly funded by the Ministry of Health with funds received from the gambling levy. PGF is the largest single treatment and public health provider for harmful gambling in Australasia and we continue to grow and improve our range of services. The underlying philosophy of eliminating harm and the public health approach to harmful gambling that started with the founding team, continues to underpin our work today.

**Our Mission**
The Problem Gambling Foundation’s mission is building healthy communities together, free from gambling harm. PGF is committed to health promotion that contributes to safer gambling practices through community education and the development of regulations and standards. Counselling is free of charge to the gambler, their family and others affected by harmful gambling.

**PGF believes in:**

**Changing Communities:** Our public health team was the first dedicated team to work on problem gambling issues using a health promotion approach. They work collaboratively to raise awareness and promote healthy responses to gambling. Our Asian Family Services team work holistically with Asian communities to strengthen their resilience to harmful gambling and Mapu Maia work with Pacific communities educating and raising awareness about the harm that gambling can cause. Our general service also works with a range of vulnerable communities and locations focusing resources where the need is greatest.

**Informing Change:** By building a knowledge centre and disseminating information, individuals, communities and other service providers can work together to change the gambling environment in which we live.

**Changing Lives:** We provide a free, professional and confidential, quality counselling service for individuals, families and others affected by harmful gambling. This service has focused on face-to-face counselling, enhanced by support groups. With the ability to offer services in seven different languages, Asian Family Services (AFS) provides counselling and support for those affected by harmful gambling. AFS also operate a free nationwide Asian Hotline – a telephone counselling service which is unique in New Zealand.

Mapu Maia is the Pasifika unit at PGF. They offer a holistic, culturally appropriate, and family-centred service. Mapu Maia work with Pacific individuals and their families providing an effective and relevant service incorporating Pacific language and protocols. Mapu Maia adheres to the principles of 'Ala Mo’ui: Pathways to Pacific Health and Wellbeing'.

Our general service focuses on working across all cultures with a particular emphasis on Maori and vulnerable people.

**Changing Environments:** PGF supports the development of an effective and caring public health policy for the control and regulation of gambling in New Zealand. We do this through social justice and providing a voice for our clients, enabling their knowledge and experience to best prevent the problems from harmful gambling.
I have been privileged to chair the Problem Gambling Foundation (PGF) Board again this year. We have seen some changes with long-serving and valuable Board members Stephanie McIntyre, Sandra Geange and Rod Perkins leaving us. PGF and the Board are grateful for their commitment and wise contribution to the organisation. They have been succeeded by Fred Pau, Blanche McMath and Ruby Manukia-Schaumkel who have maintained our breadth of governance skills while greatly broadening our cultural competence. We have responded to our enhanced health and safety obligations with the development and adoption of a policy, and reporting to every Board meeting as an agenda item. Our accounting systems have been updated for the new reporting requirements utilising a new Finance and Audit Committee of the Board.

“The Board and PGF as an organisation have continued to innovate and develop as a diverse multicultural health provider with a strong bicultural foundation.”

Asian Family Services (AFS) has developed autonomy with its own charitable entity constitution, financial accounts and its own Board capably chaired by PGF Board member Elsie Ho. Mapu Maia, our dedicated Pasifika team, is also growing towards a more devolved autonomous governance model. Both teams continue to thrive with their innovative and holistic approach to service delivery. Our work with Maori and our bicultural base have strengthened and developed.

After the uncertainty created by the Ministry of Health’s decision to cut our funding in 2014 and the subsequent judicial review, we now await the outcome of the Court of Appeal hearing. Mai Chen advocated for us again after the Government appealed most of the High Court’s decision. However, this is unlikely to affect PGF because our contracts have been extended until at least July 2017. We have also actively developed close and cordial relationships with the Ministry of Health, other service providers, and researchers both in the gambling sector and the broader mental health and addictions field.

PGF has continued to exceed its clinical targets and public health outcomes. We have innovated and led effective outcome-based performance measures derived from the PCOMS (Partners for Change Outcome Management System) and have ensured continuously improved results. PGF staff have helped many local authorities to adopt gambling venue policies that minimise harm. We have provided informed, researched and constructive feedback on proposed legislative, regulatory and policy proposals in the gambling field. This was particularly so for the Ministry of Health’s gambling strategy and service plan development and at the commencement of Government’s class 4 gambling review.

Our staff played the lead role in organising and running a very successful International Gambling Conference. PGF has substantially enhanced our IT systems for improved service delivery, accountability and administrative effectiveness. Our staff performance, culture and morale remain high and we continue to attract and retain very capable and committed staff. The organisation is in good shape for the succession to a new Chief Executive, Paula Snowden, next year. Graeme Ramsey’s leadership has been wise and inspiring and the Board and staff sincerely thank him for his huge contribution and dedication to our cause over the last eight years.

PGF remains committed to the pursuit of our mission of building healthy communities together... free from gambling harm.
This has been another year of change and growth for PGF. Following the High Court decision in our favour, PGF emerged stronger and resilient but with a number of issues to address. The prolonged court action damaged the problem gambling sector and, in particular, relationships between PGF, the Ministry of Health and other providers. With a clear undertaking from the Ministry to rectify this we have together been working hard to build a new and productive way of working.

In addition, PGF has now been able to implement a number of developments which had been placed on hold. We now have the confidence to instigate a number of planned developments and invest for our future. These include a major investment in technology, a new three-year agreement with the Public Service Association on wages and conditions, establishing Asian Family Services as a charitable subsidiary company of PGF, continuing the development of Mapu Maia’s services, maintaining our investment in outcomes measurement ensuring it becomes an integral part of our culture, approval to become a Family Disputes Resolution organisation, a new health and safety initiative, as well as fully implementing the new vulnerable children’s legislation.

“Central to PGF is cultural competence. We continue to develop the skills and knowledge of all staff so that we can offer services to diverse populations.”

Our prison work is strengthening and we now operate in nearly every prison within the country. Increasingly the role of gambling in crime is being recognised by Corrections and other agencies and support for our initiatives in the risk-taking and gambling area is growing.

The International Gambling Conference this year was once again a big success. Approximately 250 delegates from 12 countries attended. The quality of presentations was at an all-time high.

The year has also seen the signalling of major change with Minister Peter Dunne launching a review of class 4 gambling. The sector is being challenged by the regulator to lift its game. While the Minister’s primary concern may be the sustainability of grant funding to community purposes, the legislation clearly places harm prevention as the primary objective. In this area it is pleasing to see increased attention from pokie operators and PGF hopes that this will be translated into better consumer protection measures that reduce the incidence and impact of harmful gambling. We will continue to push for real improvements in this area.

This annual report is my last as the Chief Executive. Leading the dedicated team of people at PGF has been an honour and highly rewarding. Together over the last eight years we have made substantial progress towards our mission.
Overall aim (Outcomes):
To halve problem gambling within New Zealand communities in 10 years as measured by:
Problem gambling prevalence as shown in the National Gambling Study. Based on the Problem Gambling Severity Index, 0.7% of New Zealanders aged 18 years and older are classified as current problem gamblers. This equates to an estimated 23,504 people experiencing significant gambling problems. A further 1.8% are moderate-risk gamblers, estimated to be an additional 60,440 people. People in this category may, or may not, be experiencing gambling-related harms already.

STATEMENT OF SERVICE

PERFORMANCE

NUMBER OF FULL INTERVENTION CLIENTS SEEN

Actual this year: 2039
Target: 2200
Actual last year: 2187

NUMBER OF NEW FULL INTERVENTION CLIENTS SEEN

Actual this year: 1012
Target: 1000
Actual last year: 1193

PUBLIC HEALTH ACTIVITIES / PROJECTS

Actual this year: 2616
Target: 3000
Actual last year: 3135

NUMBER OF NZ MEDIA ITEMS AS A MEASURE OF PUBLIC AWARENESS

Actual this year: 443
Target: 500
Actual last year: 568

NUMBER OF TLAS THAT HAVE INTRODUCED OR MAINTAINED A SINKING LID OR CAPPED POKIE NUMBER POLICY

Actual this year: 53
Target: 65
Actual last year: 62

THE PERCENTAGE OF CLIENTS WITHIN CLINICAL RANGE WHO IDENTIFIED BENEFITING FROM THERAPY AS SHOWN THROUGH PCOMS*

Actual this year: 63%
Target: NEW
Actual last year: NEW

*PCOMS - Partners for Change Outcome Management System
THE BOARD

**RICHARD NORTHEY**

Richard Northey chairs the Auckland Community Housing Trust and the Auckland Inner City Network. He is the deputy chair of the University of Auckland Society, a member of the Auckland Council Seniors’ Advisory Panel, and the Board of the Stardome Observatory and Planetarium Trust.

Richard was a governing body member of the Auckland Council for 17 years and a Member of Parliament for nine years. He has chaired the Economic Development and the Accountability and Performance of Council and CCOs Committees of Council and the Justice and Law Reform and Regulations Review Parliamentary select committees.

**ROBERT BROWN**

Robert has been on the PGF Board from the beginning and is a director of a number of public good NGOs. He has had a long career working as a clinical psychologist in psychiatric hospitals, prisons and community settings in New Zealand and overseas. Robert developed the first educational responsible drinking course in New Zealand and has written numerous articles on alcohol, gambling and addiction. He has been published in over 35 international research journals.

**GREG KEAY**

Greg is currently providing business and financial advice to several organisations in the health, education and social service sectors. He was previously CFO of Auckland Area Health Board and Northern Regional Health Authority, and general manager for Geddes Dental Group Ltd and ESR-Air Quality Division. Greg worked for over 18 years with one of the major international accountancy firms, both in NZ and overseas, with significant consultancy experience in several South East Asian countries.

He is also on the Boards of a number of health and disability sector NGOs, as well as advising two major Maori health trusts on the development of integrated family health centres.

**UESIFILI UNASA**

Uesifili is a minister of religion in the Methodist Church of New Zealand. Prior to his current position as the superintendent minister of the St Paul Methodist Parish in Remuera, Uesifili served as the Maclaurin chaplain to the University of Auckland. He has considerable governance experience having served on the Boards of church, community and not-for-profit organisations.

Past roles have included chairperson of the Pacific Peoples’ Advisory Panel of the Auckland Council, the New Zealand Red Cross Advisory Group and a trustee of WaterSafe Auckland. At the present time his current roles include the Board of Methodist Mission Northern and as chairperson of Methodist Church of New Zealand Disciplinary Tribunal.

**ELSIE HO**

Elsie is associate professor and director of Population Mental Health in the School of Population Health at the University of Auckland. She is a leading expert in migration and mental health studies in New Zealand and has been involved in a number of government advisory groups. Elsie has strong links with Asian ethnic communities and in 2007 she became a Member of the New Zealand Order of Merit (MNZM) for her services to migrant communities.
**FRED PAU**

Fred is a chartered accountant and a senior experienced chief financial officer with broad and in-depth exposure to aged care and the retirement village industry, and the manufacturing and trading environment, in both the corporate and charitable sectors. He was previously the chief financial officer for the Selwyn Foundation for 14 years. He has also worked in senior roles for Carter Holt Harvey, Lane Walker Rudkin as well as a stint overseas in Thailand. He is currently employed in the aged care and retirement village sector and provides consultancy services in a variety of areas.

**BLANCHE PIRIHIRA MCMATH**

Blanche is the director and social media specialist for Platform Advertising. She was born and bred in Tauranga and is of Ngai te Rangi, Ngati Ranginui and Ngati Pukenga descent. After more than 15 years in senior management - including four years heading up the NZ operation for Fairfax Business Media, and seven years as agency manager for leading advertising agency, Adcorp NZ - she set up Platform Advertising, an agency that specialises in digital and social media marketing.

With a Bachelor of Management Studies and a Post Graduate Diploma in Business Marketing, she counts her blessings every day that she gets to work in an industry and live out her dream job, meeting diverse and interesting people and helping them revolutionise their businesses.

**RUBY MANUKIA-SCHAUMKEL**

Ruby is of Tongan, English and Chinese descent; a Lawyer (Barrister and Solicitor of the High Court of New Zealand); and an elected member of Local Government New Zealand for the Auckland Council. She has a Bachelor of Arts (Education) from the University of Auckland, Bachelor of Law from Victoria University of Wellington and a Masters of Law (Honors) from the United States.

She is a member of the Whau Local Board and has worked on a number of community events including the Whau Pacific Festival. Ruby holds the portfolios of Lead Local Government Representative, Regulations & Compliance, Rosebank Business Association, Housing and Community Development and Facilities.

Ruby sits on various Board roles, including the Methodist Church of New Zealand Board of Administration, Convenor for Law Revision, Faith and Order, Wesley College Board of Trustees and Kelston Girls College Board of Trustees. Ruby is currently pursuing her PhD (Doctorate) in Law and is the Author of “Like a Dove”.


## 2016 FACTS & FIGURES

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>MOH Contract Income</td>
<td>4,785,498</td>
</tr>
<tr>
<td>Other Income</td>
<td>561,960</td>
</tr>
<tr>
<td><strong>Total Income</strong></td>
<td>5,347,458</td>
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<tr>
<td>Staff Costs</td>
<td>3,670,979</td>
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<tr>
<td>Depreciation</td>
<td>176,641</td>
</tr>
<tr>
<td>Interest Paid</td>
<td>14,904</td>
</tr>
<tr>
<td>All other expenditure</td>
<td>1,400,782</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td>5,263,306</td>
</tr>
<tr>
<td><strong>Operating Surplus (Deficit)</strong></td>
<td>84,152</td>
</tr>
</tbody>
</table>

### Current Assets

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash &amp; Bank Balances</td>
<td>143,469</td>
</tr>
<tr>
<td>All other short term assets</td>
<td>61,832</td>
</tr>
<tr>
<td><strong>Total Current Assets</strong></td>
<td>205,301</td>
</tr>
</tbody>
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### Non-Current Assets

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Land</td>
<td>1,704,545</td>
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<tr>
<td>Buildings</td>
<td>751,760</td>
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<tr>
<td>Computer &amp; Office Equipment</td>
<td>149,547</td>
</tr>
<tr>
<td>All other fixed assets</td>
<td>87,577</td>
</tr>
<tr>
<td><strong>Total Non-Current</strong></td>
<td>2,693,429</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td>2,898,730</td>
</tr>
</tbody>
</table>

### Liabilities

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>All current liabilities</td>
<td>528,893</td>
</tr>
<tr>
<td>All non-current liabilities</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td>528,893</td>
</tr>
</tbody>
</table>

### Equity

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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</thead>
<tbody>
<tr>
<td>General accumulated funds</td>
<td>2,369,837</td>
</tr>
<tr>
<td>Trust Equity</td>
<td>2,369,837</td>
</tr>
<tr>
<td><strong>Total Liabilities &amp; Equity</strong></td>
<td>2,898,730</td>
</tr>
</tbody>
</table>
The 6th International Gambling Conference held in February 2016 was a great success with over 220 delegates from 12 countries attending.

It was hosted by the Gambling and Addictions Research Centre at AUT University and the Problem Gambling Foundation with a pre-conference workshop hosted by Hapai Te Hauora Tapui Maori Public Health. The Conference provided an opportunity to share the latest research, public health interventions and treatment techniques, while encouraging national and international collaborations.

Themed, ‘Preventing harm in the shifting gambling environment: Challenges, Policies and Strategies’ the conference featured compelling keynote speakers: Stacey Tovino, professor in the School of Law, University of Nevada, Las Vegas, USA; Darrel Manitowabi, an associate professor in the School of Northern Development, Anthropology Program, at Laurentian University, Sudbury, Ontario, Canada; Barry L. Duncan, Psy.D., a therapist, trainer, and researcher with over 17,000 hours of clinical experience; and Nerilee Hing, Professor with the School of Tourism and Hospitality Management at Southern Cross University, Australia who has been researching gambling since the mid-1990s.

The Conference enjoys a strong profile both in Australasia and internationally. This year media coverage was extensive reflecting the calibre of the keynote speakers and the delegates’ presentations.

It was a pleasure to host this exciting conference where new friendships were made and new discoveries, initiatives and experiences were shared enabling us all to progress in minimising the harm caused by gambling.
Gamblefree Day is the major awareness-raising day for harmful gambling in New Zealand. Traditionally held on 1 September, events and activities are held both before and after the actual day providing the opportunity to engage with communities and to foster open conversations about harmful gambling. PGF supported the Choice Not Chance ‘Whanau Factor Photo Competition.’ This was held to celebrate whanau and Gamblefree Day and was complemented by a series of free family events across the country.

**AUCKLAND**
Held at Manukau Square in South Auckland, United Communities Celebrate Healthy Families was a family focused event to raise awareness of harmful gambling and promote general health and wellbeing.

The event featured information stalls, presentations and giveaways, as well as cultural entertainment including E-Pac Dragon Dances, the Papatoetoe Youth Choir, Thai Traditional Dance Group, Lose oe Otu Motu Cultural Dance Group, and the Tongan Brass Band.

**BAY OF PLENTY**
Spring was in the air at the Greerton Village Cherry Blossom Festival where PGF staff joined the Bay of Plenty Gambling Harm Forum. There were classic cars, market stalls, fairground rides, performers, quizzes and much more - all provided without the use of pokie funds!

**WHANGANUI**
A big shout out to the six venues in Whanganui who closed off their pokie machines for an hour in recognition of Gamblefree Day! Our staff joined the Star Celebration Day in early October; a family-friendly event at the War Memorial Hall, to raise awareness of gambling harm.

**NEW PLYMOUTH**
Tui Ora Public Health joined PGF staff and two students from Otago University at the City Centre Shopping Centre in New Plymouth on Gamblefree Day to raise awareness of gambling harm.

**WELLINGTON**
Despite the weather, Wellington had a great turn out for their United Communities Celebrate Healthy Families Gamblefree Day event. It brought people together from all over Wellington and celebrated the city’s diverse population in a street carnival atmosphere of fun and entertainment.

There were performances from EKFS A’oga Amata, Zumba with T. Matt Hauraki, Swing Dancing, Raseela Group, The Tuifao Family, and the Break-out Dance Group, plus information stalls, and a variety of discount vouchers for healthy and delicious foods from local retailers available on the day.

**CHRISTCHURCH**
Our Southern team kicked off our 2015 Gamblefree Day events by joining forces with the Salvation Army to host a day of family fun at Te Puawaitanga Ki Otautahi Trust. The event featured loads of fun activities including face painting, colouring competitions, bouncy castles and balloons.
We are fortunate to have permanent staff around the country that know and work for the communities they are based in. It’s more than community engagement – it’s creating partnerships and friendships; having others work alongside them to help make the places we live, work and play, safer and healthier. It has been another year of special events, activities and awareness-raising in our communities. Our health promoters have set up stalls from one end of the country to the other to fly the PGF flag and increase the knowledge and understanding about gambling harm.

Our team have been part of many events and activities including:

- ‘KDZ need Dads’ event with Tui Ora Health, New Plymouth
- Living without Violence Family Fun Day in Tauranga
- Aranui Affirm Day in Christchurch
- ‘I Love New Brighton’ Day
- Cannons Creek Festival, Porirua
- Haka in the Park, Lower Hutt
- Newtown Fair Festival, Porirua
- Family event at Sutton Park Primary School, Auckland
- Cultural festivals in Auckland including Japan Day, Korea Day and Thai Day.

Alongside community festivals and fun days, the public health team were very active in council gambling policy reviews. It was a particularly busy time from July to December 2015 when extensive engagement with identified priority councils took place around the development of, and consultation on, gambling policies. It also marked an evolution in the way that PGF engages with these processes, with a strong focus on wider community and consumer participation including increasing public participation through ‘out on the street’ campaigns.

Our priority areas this year were Hamilton, Invercargill, Porirua and Tauranga. We were also involved in Central Otago, Whakatane, Matamata-Piako and Rangitikei.

**CONSUMER CHAMPIONS**

PGF supports and encourages consumers of our service to become involved in a variety of ways. For many, this has been sharing their experiences and expressing their opinions at council gambling policy reviews and they have made a powerful contribution to this process.

Alongside this, PGF uses consumer input in planning and programme development, including focus groups, consultation with representatives from these groups for specific purposes, and consumer evaluation of services. This feedback helps us monitor the accessibility, quality and outcomes of our services and make improvements to best meet people’s needs.

Consumer participation is invaluable to PGF, enriching our service, benefiting the organisation and providing a platform for authentic voices to be heard.

**HELPING OUR CLIENTS**

This year has been an exciting growth year with the promise of a new contract and some job security. We managed to exceed contract delivery expectations again, performing at 106% of our target.

Our Corrections work has been maintained and reinvigorated both in the prisons and in the community. A gambling pilot programme will be started within the Canterbury prisons which is scheduled to develop in the next year. The aim will be to run a motivational programme for every person in remand followed by a screen. The second phase will be to run a follow-up group to identify gambling issues for those who are sentenced and remain in a Canterbury prison.

Additionally, we have expanded our programmes within the main prison units and within the Serco-run prisons in...
Auckland. Drug Treatment Unit programmes remain active in Canterbury, and a PGF working group has been formed to develop a comprehensive Corrections manual for the organisation.

Between 40 and 50 people attended each of our “Working with Offenders; Pathways to Reintegration Symposiums” held in November 2015 and April 2016, bringing together services who work with offenders (e.g. justice-related NGOs, Corrections staff and other agencies funded to do work within a Corrections’ setting). The purpose was to coordinate prison and probation support services to enable wraparound care for the Corrections’ clients as they reintegrated into the community.

Our follow-up service now incorporates a “duty counsellor” initiative. A rostered clinician is available during work hours to field urgent phone calls, service drop-ins, take calls when a client wishes to speak to a counsellor before making an appointment, and to conduct scheduled follow-up calls. This has made us more accessible to clients who call within a window of need and motivation.

Our consumer focus groups around the country are regaining momentum and preparing leaders to take on the roles of regional consumer representatives. This group will form the National PGF Consumer Representative Board who will nominate a leader to become the National Consumer Advisor for PGF. After improvements to our clinical database and a computer upgrade, we created video tutorials to orient clinicians even from afar, creating the opportunity to train staff with reduced cost and increased clarity.

In February 2016, Barry Duncan, the inventor of the Partners for Change Outcome Management System or PCOMS, visited New Zealand to offer “train the trainers” and PCOMS supervision training for those wanting to advance the use of the system. An entity has also been developed to increase the use of PCOMS in Aotearoa. We have been involved in the advancement of PCOMS in New Zealand for nearly eight years and several members of our clinical team attended training.

**COLLABORATION AND NETWORKING**

As PGF has grown and evolved over the years, so too has our network of community groups, friends, volunteers and supporters, both in New Zealand and internationally. We value the contribution they make; inspiring, challenging and supporting us in the work we do every day.

Networking and collaborating is more than attending meetings; it’s about bringing people together and creating bridges to foster communication, collaboration and learning.
PGF health promoters around the country have been involved with many community networks this year such as the Otara Network, Mangere Community Network, Tauranga Moana Abuse Prevention Network, Community Networks Wellington, Wainuomata Network, and both the Linwood and Shirley Community Networks in Canterbury. In Auckland, some of our team are part of the HEART Network comprising various social service providers, NGOs, and community-focused organisations. Members meet regularly to discuss strategies to minimise family violence in the Glen Innes, Mt Wellington, and Panmure areas.

PGF is also a member of Te Ora o Manukau Maori Social Services Provider Network providing health messages and policy advice at regular network meetings. The Te Ngira network, a collective of public health practitioners from the problem gambling sector, is still active in the Auckland region working hard to reduce harmful gambling.

This year PGF formalised a Trans-Tasman partnership with the Victorian Responsible Gambling Foundation to work together by sharing resources, developments and skills. We are looking forward to the opportunities this alliance will bring in the future.

SHOWCASE - BROKE MOVIE PREMIERE

A highlight of our year was partnering with New Zealand Rugby League (NZRL) and its foundation, League4Life, to premiere the movie Broke; a fictitious Australian movie featuring a rugby league player’s gambling addiction and how this devastated not only his life, but affected the lives of people who tried to help him.

PGF worked with Choice Not Chance and supported the Auckland premiere which was a great success. Rugby league stars, Mark Graham and Stephen Kearney attended and helped raise awareness about gambling harm, reinforcing how harmful gambling can happen to anyone, including elite athletes.

SHARING OUR KNOWLEDGE

At PGF we are always looking for ways to share our knowledge and expertise to help raise awareness about harmful gambling in the wider community. This year we have been fortunate to have opportunities to present to many community groups and organisations. These included Emerge Aotearoa in Auckland, the Tauranga Budget Advisory Service, Family Works Tauranga, Arataki Community Centre in Mt Maunganui, STAND Family Therapists in Taranaki, students at the University of Canterbury, staff at Budgeting Services New Brighton, staff at Nova Lodge, and to alcohol and other drug/mental health staff at Hillmorton Hospital in Christchurch.
Supporting students to achieve their qualifications has been part of our work with members of our public health team presenting to Auckland University students studying social work and public health and Auckland University of Technology (AUT) students in their fifth year of medical school. We worked with a group of AUT Public Relations students who designed an animated short film highlighting the risks of sports betting, and screened it outside the St James Theatre in Auckland using a high powered projector.

PGF staff are also regular radio commentators and this year a staff member has continued the feature on 105.3fm Indian Radio which broadcasts throughout the Wellington region and lower North Island. This was on a range of topics, introducing the issues of gambling and working to reduce fear and shame which are barriers to treatment-seeking. This was reinforced by advertising in Hindi and English directing people to PGF services.

The Let’s Talk Gambling radio programme in the Kapiti Coast area has also continued with regular slots on Coast Access Radio. These conversational style interviews are helpful to de-stigmatise gambling issues and let people know there is help available.

We continued to utilise social media to raise awareness with a focus on Facebook and Twitter. The PGF Facebook page has had the largest increase since last year, with a growth of 896 page likes. The Mapu Maia and Asian Family Services Facebook pages have seen a slow but steady increase in page followers.

The PGF Twitter feed has also steadily increased in followers with a total of 1319 at the end of June. A big focus this year was on the Twitter feed for the International Gambling Conference 2016 #IGC2016 in February. We used this medium to communicate with a dedicated audience before and during the event by posting information, news and live tweets about the conference.

This year the Problem Gambling Library benefited from the International Gambling Conference (IGC) with our research librarian taking the opportunity to meet many of the researchers whose work is collected by the library, and promote the service to an international audience. A notable event at IGC was the screening of the Australian documentary Ka-Ching! Pokie Nation and since then the film has been a popular checkout amongst library patrons. The library also continues to provide a weekly research digest to an increasing list of subscribers that highlight the best new research in our field.

PGF’s Today’s Stories, the weekday bulletin of gambling-related news articles from New Zealand and around the world, has grown to 373 subscribers. The last year has seen an increase in stories linking gambling and crime plus more reports of gambling-related suicide.
This year we have worked with many clients on a variety of different issues, often using workshops and informal gatherings as a non-threatening way to engage with participants and identify anyone affected by gambling harm. We have seen an increase in the number of international students becoming involved in harmful gambling. So this year our team provided workshops for students at educational institutions on the risks of gambling. Feedback from students was positive.

The year has been busy with awareness-raising events and activities including holding stalls at several Asian festivals - Chinese New Year; Thai, Chinese and Vietnamese Buddha’s Birthday; Korean Day; and Japanese Day. We have been fortunate to work collaboratively with two District Health Boards, Auckland and Waitemata, on a suicide prevention project called ‘SafeTalk’ for the Chinese community, raising the issue and the link with gambling harm. The project was so successful it had a waiting list.

The Food with Love Mission New Zealand and the Auckland Chinese Catholic Community have continued to support us, providing food parcels for Asian clients who are in difficulty because of their gambling.

We continue to enjoy excellent media coverage with fortnightly articles continuing in Asian newspapers, alongside frequent radio advertisements and TV interviews. Our social media platforms have grown and we are using WeChat, WhatsApp, and Facebook as ways to engage with our community.

This year we participated again in the University of Auckland and AUT University gambling-related research and staff were invited by the universities to be guest lecturers for the students.

Our annual ‘Red Christmas’ lunch event for clients and their families on Christmas Day continues to be popular and we thank and acknowledge the support of local shops and organisations in the community who so generously donate food and prizes for everyone to enjoy.

JOHN WONG
QSM, Director,
Asian Family Services
It’s been a great year for Mapu Maia with many successful projects and milestones achieved by the team.

The year kicked off with our participation and involvement in the Pasifika welcome ceremony at the International Gambling Conference. We were honoured and moved by the beautiful singing from the EFKS Samoan Papatoetoe Youth Group and the spiritual word from Reverend Alosina.

The Mapu Maia team attended the Le Va Growing Pacific Solutions Conference and participated in Pacific Health Week at Middlemore Hospital, the Sutton Park Primary School Festival in Mangere and United Communities in Otara, just to name a few.

This year with our work in prisons, we have seen the seeds that were planted last year come to fruition. We started the first Pacific men’s group in Rimutaka Prison in Wellington with support from Corrections staff and the inmates, and the one-on-one counselling at Wiri Men’s Prison in Auckland has led to our first Pacific men’s 10-week group programme. These are exciting developments and the Mapu Maia team have worked hard to establish key relationships within Corrections to promote our services.

Clinical interventions have kept staff busy as we strive to deliver quality and effective services working alongside clients and their families to achieve their long term goals.

A big commitment this year has been to staff development and training. We have had student placements join our team and have delivered training to staff at Penina Trust and Faleola Pacific Mental Health Services in Auckland to enhance their skills on problem gambling, screening and referrals.

We have also seen the appointment of Ifo Fa’anana as the Mapu Maia Practice Leader and Therese Lam as the Mapu Maia Health Promoter in Auckland. Our manager, Pesio Ah-Honi Siitia has also been elected as the Pacific representative on the NGO National Council of Health and Disability.

Our involvement in Tongan radio has expanded to Wellington with Ned Cook on Capital Radio every week. We have been strongly supported by the Pacific community, working extensively with Samoan and Tongan churches, elderly groups in Vaka Tautua and Pacific consumer groups in mental health providers.

With our communities we can achieve better outcomes for our people as they are holders of the solutions.

Lastly, we wish to acknowledge our community partners who have worked alongside us to achieve a safer and healthier Pacific community free from gambling harm. They include, Kohuora Prison, Rimutaka Prison, Radio Samoa 1593AM, Radio 531PI, Capital Radio, Arthritis New Zealand, NZ Stroke Foundation, Penina Health Trust, Papatoetoe EFKS, Tongan Methodist Church, Vaka Tautua Elderly group, Emerge Aotearoa and OGAAG (Otara Gambling and Alcohol Action Group).

Faafetai, faafetai, faafetai tele lava

PESIO AH-HONI SIITIA
Pacific Manager
Mapu Maia