

# He Atakura 2017-2022



**Problem Gambling Foundation of New Zealand**



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# Vision

The Foundation believes that vulnerable individuals, families and communities should be protected and supported. Therefore, social justice is at the heart of the Foundation's objectives. The Foundation believes that a just society is one where benefits and opportunities are equally accessible and equally shared and where all communities have the same opportunity and the same rights.

Arising from this commitment, the Foundation's vision for Aotearoa New Zealand is:

***Families and communities are healthy and resilient in a just society***

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The vision intentionally focusses on families and communities because that social structure is the foundation of our society and key to individual health and wellbeing. The vision interprets health in the broadest sense – physical, spiritual, emotional, social and intellectual. Resilience is part of the vision because no individual, family or community is free from challenges and resilience is key to living through hard times successfully. Finally, the inclusion of “just society” addresses the critical principle that whatever benefits or gains the Foundation's work achieves will not be enough if the benefits are not equally experienced.

# Mission

The mission focusses on what the Foundation will do to play its part in achieving the vision. The mission focusses on families and communities. However, minimising gambling harm for individuals, families and communities will require work outside the gambling framework and for some communities it will start first with family support, information and advice. The mission is:

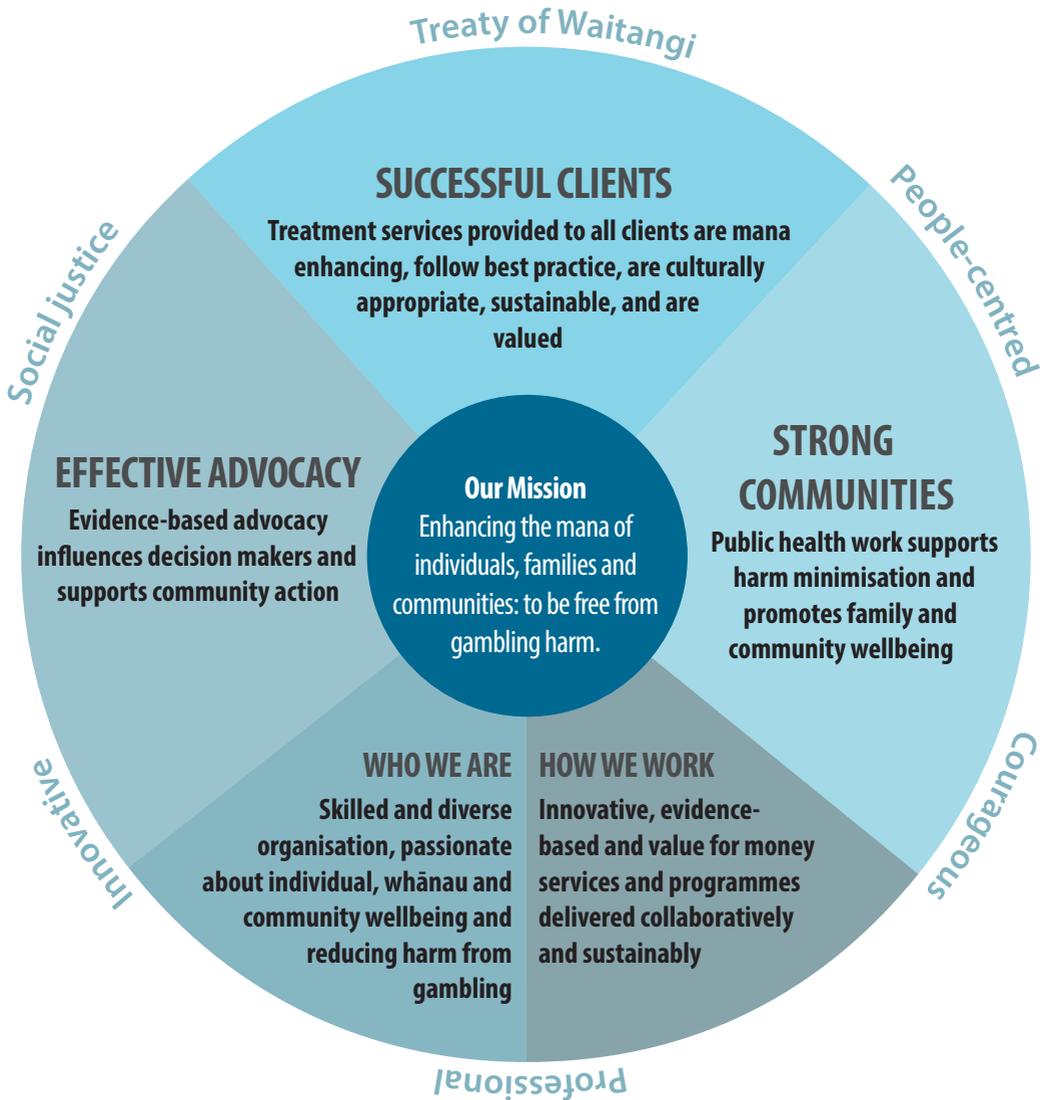
***Enhancing the mana of individuals, families and communities: to be free from gambling harm***

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# The Foundation's Strategic Direction 2017-2022

## *Our vision*

*Families and communities are healthy and resilient in a just society*



## Our history

The Problem Gambling Foundation of New Zealand, formerly the Compulsive Gambling Society (CGS), was established by prominent psychiatrist Fraser McDonald in 1988. It has a long history of supporting individuals and those affected by the gambling of others, with counselling and support, both telephone and face-to-face. The Foundation is a charitable trust whose objectives are:

- a)** The prevention of harmful gambling, other personal addictions and mental health issues by education, health promotion and research into harmful gambling and gambling-related problems, other personal addictions and addiction-related problems, and matters giving rise to mental health issues
- b)** The treatment and betterment of persons, their relations or others associated with them who suffer from the effects of harmful gambling, other personal addictions or mental health issues
- c)** To assist any organisation or persons concerned with the prevention of harmful gambling, other personal addictions or mental health issues, and the betterment of persons affected by harmful gambling, other personal addictions or mental health issues
- d)** To publish and promote educational materials highlighting the nature of harmful gambling, other personal addictions and mental health issues.

The Foundation is governed by a Board chaired by Richard Northey. The Board is committed to diversity and ensures that membership is representative. The Board members are: Dr Robert Brown, Greg Keay, Uesifili Unasa, Dr Elsie Ho, Fred Pau, Blanche Pirihira McMath, Ruby Manukia-Schaumkel, Neavin Broughton, and Peter Glensor.

# The environment we operate in

Harmful gambling still has much stigma attached to it and this discourages help-seeking behaviour. While a small percentage of gamblers develop serious gambling problems relative to alcohol and drug misuse, the consequences are serious for individuals, families and children. A recent study from Auckland University of Technology shows correlations between family violence and gambling<sup>1</sup>, and upcoming research from AUT and Central Queensland University shows the “total burden of harms occurring to gamblers is greater than common health conditions (such as diabetes and arthritis) and approaches the level of anxiety and depressive disorders”<sup>2</sup>.

Gambling in New Zealand is largely spread across casinos, Lotto, racing/TAB, and pokie machines in pubs and clubs. It is the pokie machines in pubs and clubs that are still the biggest source of harmful gambling and where the Foundation continues to focus its counselling, public health and advocacy work. This table shows the reported form of gambling from those seeking help with harmful gambling (MoH Problem Gambling Interventions Service Statistics).



Gambling is not a static market and the Foundation’s work will ensure that its counselling interventions and public health work is abreast of on-line developments and the changing demographic profile of the gambler. The Foundation’s approach to the new gambling choices will remain harm minimisation, underpinned by the goal of social justice where outcomes are equitable for all people.

1 Bellringer, M., Palmer du Preez, K., Pearson, J., Garrett, N., Koziol-McLain, J., Wilson, D., & Abbott, M. (2016). Problem Gambling and Family Violence in Help-Seeking Populations: Co-occurrence, Impact and Coping. Wellington: Ministry of Health.

2 Browne, M., Bellringer, M., Greer, N., Kolandai-Matchett, K., Rawat, V., Langham, E., ... Abbott, M. (2017). Measuring the Burden of Gambling Harm in New Zealand. Central Queensland University and Auckland University of Technology, Wellington: Ministry of Health.

# Strategic priorities

The Foundation has identified three areas of focus to ensure its work achieves the mission. These are centred on our clients, including families, whānau and children, communities where need is highest and advocacy to generate changes needed in policy and regulation to protect vulnerable people and vulnerable communities.

## *Successful Clients*

***Families and communities know, use and trust our services because they are culturally appropriate and effective***

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The focus on client success is a mission critical outcome. Our work in this area will enable families and communities to know how to access our services and support, use and trust our services. People use a service they trust and it is incumbent on the Foundation to ensure its support is accessible and appropriate for all clients. A critical success factor for change is a person's confidence level, and the Foundation will monitor and measure its work against a client's perception of the support provided to ensure the work meets client, family and community needs.

## *Strong Communities*

***Public health work supports harm minimisation and promotes wellbeing***

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Community action is a strong protective factor and key to getting change that will protect vulnerable families and communities. Our work in this area has a public health focus that is largely education and information to enable action at the community level. The Foundation has a national perspective and resource base that it will use to support local effort and local action where harmful gambling is affecting lives of individuals, families and children. The public health focus, consistent with the mission, will include coexisting problems such as family violence and mental health. Partnerships and relationships with Māori and Pasifika providers will be a key part of the public health work, as will be establishing relationships with Asian community leaders and workforce leaders in District Health Boards (DHBs). The Foundation will also continue to

work with Territorial Local Authorities (TLAs) on gambling harm minimisation policies.

## ***Effective Advocacy***

***Evidence-based advocacy influences decision makers  
and supports community action***

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Critical to achieving the mission and central to the work of the Foundation is advocating for policy and regulatory change that protects families and communities from gambling harm. Our work will focus on monitoring the international and local environment for changes to gambling choices, including online and how they are promoted. The Foundation will monitor harm impacts on families and communities to support decision-makers to understand where there may be inequity. It will also ensure that its policy and regulation advice and information is evidence-based and made available to local community action groups for their own advocacy work as and when needed.



# Who we are, how we work, and our values

Achieving the outcomes for the strategic priorities needs governance, workforce and organisation capacity and capability in the broadest sense.

## *Who We Are*

*Skilled and diverse organisation, passionate about individual, whānau and community wellbeing and reducing harm from gambling*

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The Foundation will ensure quality governance oversight and retain a Board with passion for and focus on achieving the mission and strategic priorities. It will ensure management recruit, retain and develop a workforce that is multi-skilled, diverse and equally passionate about the mission. The Foundation will have an annual workforce development plan as part of its annual business plan.

## *How We Work*

*Innovative, evidence-based and value for money services and programmes delivered collaboratively and sustainably*

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The Foundation will deliver value for money services that are sustainable and effective. It will innovate to improve reach, effectiveness and efficiency and it will work transparently, monitor its performance and meet the expectations of partners, funders and providers.

## *Our Values*

*Recognised by funders, partners and colleagues for our quality and integrity*

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The Foundation works to a values framework for which it wants to be recognised. These values will underpin how it works externally, when engaging with stakeholders and how it works internally with each other. The values are:

**People-centred** Everything we do is designed to support individuals, whānau and community wellbeing

**Social Justice** Our work promotes equity and equality

**Courageous** We speak up in support of policies and programmes that minimise harm and support the vulnerable

**Innovative** We look for smart ways to work to improve access and achieve better outcomes

**Treaty of Waitangi** Improved outcomes for Māori are a priority and we work in a way that recognises the Treaty principles of protection, partnership and participation

**Professional** We aim to be recognised for best practice in service, public health and advocacy.



## Successful Clients

### Goals

The services provided by the Asian Family Services team for Asian families are culturally appropriate, follow best practice, are sustainable and are valued by the Asian community

The services provided by Mapu Maia for Pasifika whānau are culturally appropriate, follow best practice, are sustainable and are valued by Pasifika clients

Problem gambling treatment services provided to all clients are mana enhancing, follow best practice, are culturally appropriate, are sustainable and are valued

A culturally appropriate service for Māori clients is established and evaluated

Culturally appropriate referral pathways are established and wraparound services are provided for all clients.

### Measures

Client (both gambler and family/affected) satisfaction survey achieves not less than 70% satisfaction with services provided (assessed annually)

25% of Mapu Maia clients supported in referral arrangements with partner Pasifika providers within 2 years

Clients of AFS report not less than 70% satisfaction with the advice, information and support provided by the AFS team (assessed annually)

Three formal referral arrangements established with DHBs and PHOs with Asian populations within two years

100% of clients in treatment (or eligible clients) with harmful gambling have PGSI completed every three months and 50% report improved wellbeing

100% of clients are PCOMS assessed every session and 50% report improved wellbeing

100% of Māori, Pasifika and Asian clients are offered a culturally appropriate service

Per month, 852 full, 240 brief, and 60 facilitation interventions delivered

Follow up attempts provided to 100% of clients as part of their treatment programme

Māori, Pasifika and Asian clients with harmful gambling are 70% of clients, in line with prevalence of gambling harm\*

100% of clients on a Foundation programme are assessed to ensure the needs of vulnerable children are identified and supported.

\*Prevalence informed by Abbott, M., Bellringer, M., Garrett, N., & Mundy-McPherson, S. (2014). *New Zealand 2012 National gambling study: Gambling harm and problem gambling*. Wellington: Ministry of Health.

## Strong Communities

### Goals

The public health work programme is valued by communities and funders

Public health work supports the priorities of Māori, Pacific and Asian communities

Relationships with international organisations and academic institutions provide evidence and innovation that support reducing gambling harm, strengthening family wellbeing and promoting social justice.

### Measures

100% of contracted Results Based Accountability outcomes are achieved annually

Not less than 50% of Māori and Pasifika providers of health and social services report satisfaction with the working relationship with the Foundation (assessed annually)

2018 International Gambling Conference hosted and evaluated with 70% of respondents reporting the conference as valuable

60% of stakeholders report satisfaction with the working relationship with the Foundation (assessed annually)

1 research collaboration supported every two years

Per month, 240 public health activities supported

Per month, 1 IGC stakeholder newsletter produced in lead up to IGC

Quarterly newsletter

Recipients of host responsibility training evaluated not less than 80% satisfaction with the training session.

## Effective Advocacy

### Goals

Engagement with decision makers and community leaders raises awareness about the opportunity and need to reduce gambling harm and on the relationships between gambling harm, mental health and whānau and community wellbeing

Media engagement promotes policies and programmes that support family and community wellbeing

Evidence-based information is provided for community organisations, TLAs and DHBs on policy and regulation that will minimise gambling harm.

### Measures

Per year, 5 evidence-based gambling policy papers produced and distributed to community organisations, TLAs, and DHBs

Per year, 1 customised fact sheet produced for Māori, Pasifika and Asian communities

3 collaborations with the mental health and addictions sector within each year

Per month, Today's Stories distributes 300 global gambling-related news articles online

Increase Today's Stories subscribers by 5 per month

Three media stories per month.

Who We Are	How We Work	Our Values
<p><b>Goals</b></p> <p>The Board maintains a high standard of governance oversight, is diverse and passionate for the mission</p> <p>The team is skilled, diverse, multi-disciplinary and passionate for the mission</p> <p>The team work in a culturally appropriate way with and for Māori, Pasifika and Asian clients and communities</p> <p>All policies and procedures support consistent quality and transparency.</p>	<p><b>Goals</b></p> <p>We deliver value for money outcomes for funders and partners</p> <p>Service innovation, including the introduction of digital options is based on research, value and equity</p> <p>Data integrity is maintained and the system is reliable and fit for purpose</p> <p>The working environment is fit for purpose and operating efficiencies are identified and implemented.</p>	<p><b>Goals</b></p> <p>We are recognised by our clients, funders and partners for our quality and integrity</p> <p>We are an example of working in a bi-cultural way applying Treaty of Waitangi principles in our service, public health and advocacy</p> <p>All staff know the values to be: People-Centred, Courageous, Professional, Innovative, Social Justice and the Treaty of Waitangi.</p>



**PROBLEM GAMBLING FOUNDATION  
OF NEW ZEALAND**

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Healthy communities free from gambling harm



**Asian Family Services**  
*Together enriching lives*



**Mapu Maia**

Providing Help, Enriching Lives.