



2008 International Gambling Conference

Looking Forward: New Directions in Research and Minimising Public Harm

FINAL REPORT

Report Prepared by:

Dr Maria Bellringer
Papa Nahi

Gambling Research Centre
National Institute for Public Health and Mental Health Research
Auckland University of Technology

Report Reviewed by:

Professor Max Abbott, Auckland University of Technology
John Stansfield, Problem Gambling Foundation of New Zealand
Cynthia Orme, Problem Gambling Foundation of New Zealand

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INTRODUCTION

The 2008 International Gambling Conference *Looking Forward: New Directions in Research and Minimising Public Harm* took place on 21 to 23 February 2008 at the Crowne Plaza Hotel, Auckland. On 20 February 2008, two full-day Pre-Conference Workshops were held.

In addition to keynote presentations from leading authorities, there were parallel sessions of papers and short workshops selected from proposals submitted by conference participants. For the second time (and in response to positive feedback from the 2006 conference) there was a 'community voices' session which was a forum for people who have been impacted by problem gambling, to speak out about their experiences.

The Conference provided participants with a forum to examine new and emerging gambling technologies along with their various impacts and consequences. In addition, the papers and short workshops had an emphasis on measures to prevent and reduce harm associated with gambling, including harm from problem gambling. This included government policy and regulation, community engagement and advocacy, industry practice, public education, prevention and early and brief interventions, treatment and rehabilitation.

The Pre-Conference Workshops focused on treatment of problem gamblers, and public health/social marketing approaches to reducing gambling harm.

The Conference and Workshops brought together service providers and consumers, government officials and regulators, industry representatives, researchers and academics in gambling and related fields.

The Conference was assisted by a grant from the Ministry of Health.

HOST ORGANISATIONS

The host organisations for the Conference were the Gambling Research Centre, Auckland University of Technology (AUT) and the Problem Gambling Foundation of New Zealand (PGF).

Gambling Research Centre

Co-Directors: Professor Max Abbott, Dr Maria Bellringer

The Gambling Research Centre is one of five research centres located within the National Institute for Public Health and Mental Health Research, Faculty of Health and Environmental Sciences at Auckland University of Technology. The vision of the National Institute is to be a centre of public health and mental health research excellence that is recognised locally and internationally for its contribution to improving standards of health, to increasing the public health and mental health knowledge base and that demonstrates its commitment to the Treaty of Waitangi. The other research centres are: Taupua Waiora Centre for Maori Health Research, Centre for Pacific Health and Development Research, Centre for Asian and Migrant Health Research, and Centre for Physical Activity and Nutrition Research.

The Gambling Research Centre's mission is to improve New Zealanders' understanding of how gambling affects society and enhance gambling policy and professional practice. The emphasis of the Centre is on the conduct of applied research that informs policy and professional practice in public education, population health and primary and secondary health care.

The Centre also:

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

The Gambling Research Centre comprises a team of six dedicated staff plus an Adjunct Professor based in the USA. In addition, staff from within the National Institute for Public Health and Mental Health Research participate/assist in the Centre's research projects as appropriate.

The Gambling Research Centre has conducted a number of research projects funded by the Ministry of Health. Research projects have also been conducted for other New Zealand bodies and for international organisations, in particular within the UK and Sweden. Gambling Research Centre staff also have advisory/consultative roles for various jurisdictions/bodies nationally and internationally and have major collaborative projects planned with overseas organisations in Australia and Europe.

Problem Gambling Foundation of New Zealand

Chief Executive: John Stansfield

The Problem Gambling Foundation is committed to health promotion that contributes to more responsible gambling through community education and development, and health protection that contributes to more responsible gambling through the development of regulations and standards.

PGF believes in empowering and encouraging clients by providing a range of free services designed to meet the needs of its clients with daytime and evening appointments. Qualified health professionals provide counselling services via confidential individual appointments both for gamblers and others affected by gambling.

PGF is the largest organisation of its kind in the world. It has offices throughout New Zealand attended by 70 staff that represent Maori, Pakeha, Chinese, Korean, Malaysian, Indian, Sri Lankan and Pacific Island populations.

PGF believes in:

- *Informing change* - The research, training and development team oversees all of the programmes to ensure the best quality advice and training to the problem gambling sector. As a service leader PGF undertakes research and develops resources for all problem gambling services.
- *Changing lives* - The treatment and clinical services are world class. PGF provides specialist problem gambling counselling and group therapy throughout New Zealand. The Asian services team provides counselling in three Asian languages.
- *Changing communities* - The public health team is the first dedicated team to work on problem gambling issues using a health promotion approach. The Asian services team works holistically with Asian communities to strengthen their resilience to problem gambling. The youth services team works with young people to raise awareness and eliminate harm from problem gambling.
- *Changing environments* - The advocacy services team seeks to create a safer environment for recreational gambling. PGF is active in developing national and local gambling policies. The specialist local government team works with territorial local authorities and their communities to develop gambling policies that eliminate the harm from problem gambling.

The clinical service has 63 clinics throughout New Zealand; many operating jointly with other help providers.

CONFERENCE

1.1 Purpose

The purpose of the Conference was to provide a forum to examine new and emerging gambling technologies along with their various impacts and consequences. In addition, there was an emphasis on measures to prevent and reduce harm associated with gambling, including harm from problem gambling. This included government policy and regulation, community engagement and advocacy, industry practice, public education, prevention and early and brief interventions, treatment and rehabilitation. The Conference also provided an opportunity for participants from throughout the world to discuss recent developments and innovations in gambling policy, practice and research as well as share information regarding problem gambling trends.

Two Pre-Conference Workshops held the day before the start of the Conference provided in-depth information and understanding to gambling counsellors and interested others. This was the first year that Pre-Conference Workshops were held. The Workshops covered the following topic areas:

- Cognitive and behavioural treatment of pathological gamblers
- A public health and social marketing approach to problem gambling

1.2 Advertising

From the beginning of April 2007 onwards, advance notice regarding the Conference (and Pre-Conference Workshops) was widely advertised to attract the maximum number of interested participants. The timing of the Conference was 17 months after the previous event and also immediately followed the fourth annual meeting of the *International Think Tank on Presenting Gambling Populations and First Contact Services*.

Advertising of the conference took place by four main methods:

- Email and mail outs targeted to a wide audience
- Postings on electronic discussion groups
- Postings in electronic newsletters/publications
- Postings on internet websites

The Conference may also have been advertised in other places that the organisers are not aware of, especially in terms of internet website listings.

Email and mail outs

Flyers, brochures (including registration form) and updates were regularly sent (from April 2007 to February 2008) to a variety of individuals, groups and organisations within New Zealand focusing, but not exclusively, on: service providers, community organisations, local government, government, academic institutions (particularly psychology and social sciences departments), gambling industry and those with an interest in gambling-related issues. Additionally, key overseas individuals and organisations were targeted.

The full list of known locations where the Conference and Workshops were advertised is detailed in Appendix 6.

1.3 Media coverage

The Conference and Pre-Conference Workshops were promoted to the media, both before and during the event. A summary of the key media coverage of the events is:

- New Zealand Herald: Four consecutive days
- TV1, Breakfast TV: Interview with Tracy Schrans
- TV1, Te Karere
- Maori TV
- National Radio: Two days with Jim Mora and the Panel
- National Radio, Sunday: With Chris Laidlow - discussion with overseas guests (Sue Pinkerton, Australia and Tracy Schrans, Canada), local treatment provider (John Stansfield, PGF) and an industry representative (Francis Wevers, Charity Gaming Association)
- Numerous briefer mention on other radio stations, newspapers and internet media

Coverage from the New Zealand Herald and National Radio are available on the CDROM accompanying this report.

1.4 Participants

A total of 228 people (including the organisers) attended the Conference. Sixty people participated in the *Cognitive and behavioural treatment of pathological gamblers* Workshop. There were 30 participants for the *Public health and social marketing approach to problem gambling* Workshop. Since some delegates attended a Pre-Conference Workshop as well as the Conference whilst others attended only one event or the other, the total number of registered participants was 259. The delegates came from Australia, Canada, China, England, Finland, Denmark, Norway, New Zealand, Singapore, Sweden and the United States of America. A breakdown is provided in Table 1. Delegates included a mix of NGO/service providers, researchers/academics, policy makers, regulators, officials and industry executives. A breakdown is provided in Table 2. There was a range of nationalities and ethnicities, including indigenous and migrant participants.

Table 1: Delegates by country

Country	N	%
New Zealand	170	66
Australia	42	16
Canada	16	6
Norway + Denmark	7	2
Sweden	6	2
USA	4	2
Finland	4	2
England	4	2
Singapore	3	1
China	3	1
Total		100

Table 2: Delegates by organisation

Organisation	N	%
NGO/Service provider	135	52
Policy maker/regulator	62	24
Academic/researcher	41	16
Gambling industry	17	7
Health consultant	4	1
Total		100

1.5 Venue

The Conference and Workshops were held at the Crowne Plaza Hotel, Auckland.

1.6 Process

The development of the Conference programme was in conjunction with a Conference organising committee comprising:

- Professor Max Abbott: Co-Director, Gambling Research Centre, AUT
- John Stansfield: Chief Executive, PGF
- Dr Maria Bellringer: Co-Director, Gambling Research Centre, AUT
- Cynthia Orme: Clinical Director, PGF

Cultural advice, particularly in relation to the opening cultural addresses, was obtained from the following people:

- Gilbert Taurua, Te Herenga Waka O Te Ora Whanau
- Pefi Kingi: Niu Developments Ltd
- Dr Samson Tse: University of Auckland

The Conference organising committee met regularly from April 2007 until the Conference. Between meetings, Email communications and telephone conversations were held as necessary to progress organisational matters.

Feedback from the 2006 conference was taken into account in terms of the design of the 2008 event. In particular, this included a hotel venue rather than the AUT University campus, scheduling the Conference for 2.5 days rather than three days, having facilitators moderating all sessions including short workshops, having the 'community voices' session on the first day of the Conference rather than the last day, and retaining themed streams and participatory workshops.

1.7 Content

The Conference was a 2.5-day event featuring plenary sessions and concurrent paper/workshop presentations on each of the first two days, with concurrent paper presentations scheduled for the half day. The Conference programme is presented in Appendix 1.

The plenary sessions focused on past and future plans in terms of gambling research and harm minimisation, a critical examination of preventative and treatment interventions for problem gambling, the use of player tracking to identify and manage problem gambling risk, problem gambling issues from Maori, Asian and Pacific perspectives, public health, and policy and regulations. The speakers came from New Zealand and Canada.

The concurrent streams were themed to include presentations in the topic areas of: Consumer voices, cultural issues, research, treatment, young people, harm minimisation, public health, and prevalence. This allowed those interested in a particular topic, for example services or research, to follow presentations related to that theme. Concurrent paper and workshop presentations were selected by the Conference organising committee based on the merit of abstracts (such as fitting within Conference theme and clarity of abstract) submitted by potential presenters.

A formal dinner was scheduled for the first evening of the Conference, for those who wished to attend.

The Pre-Conference Workshops were each full day events.

Professor Robert Ladouceur from Laval University, Quebec, Canada (who was also a Conference keynote speaker) facilitated the *Cognitive and behavioural treatment of pathological gamblers* Workshop and covered topics which included: the main elements of the psychology of gambling, identifying the central characteristics of a pathological gambler, basic components of the treatment of pathological gamblers, the correction of erroneous perceptions, and how to explain and reduce drop-outs in the treatment of pathological gamblers.

Dr Kawshi DeSilva from PGF and Tane Cassidy from the Health Sponsorship Council facilitated the *Public health and social marketing approach to problem gambling* Workshop which included discussion on the topics of: identifying the public health approach to problem gambling, public health advocacy, and social marketing in relation to problem gambling.

1.8 Future activities

Arrangements have been made for proceedings from the Conference to be published in a special edition of the *International Journal of Mental Health and Addiction*. Abstracts and PowerPoint presentations¹ will be published on-line in 2008. The papers will undergo a formal peer-review process; it is anticipated that the proceedings edition of the paper presentations² will be available in late 2008 or early 2009.

1.9 Evaluation

A feedback form was available to each Conference and Workshop delegate, supplied with the programme for the relevant event. The Conference organising committee (detailed in Section 1.6) did not complete feedback forms. Full evaluation results are detailed in Appendix 2 (Conference), Appendix 3 (Cognitive and behavioural treatment Workshop) and Appendix 4 (Public health and social marketing Workshop).

Overall, the Conference and Workshops were rated very highly; this included content and organisation of the events as well as the venue (Crowne Plaza Hotel) and location (Auckland). Workshops were felt to be relevant and useful.

Some suggested improvements for the Conference included: focusing less on New Zealand in keynotes and public health panel, including an industry voice and more industry participation, and increasing the number of Maori speakers.

Suggested topics for treatment-related workshops prior to the next conference included group work, motivational interviewing, relapse prevention, Pathways Model of gambling, counselling skills, narrative therapy, brief interventions, and comparing different therapy modalities.

Suggested topics for public health-related workshops prior to the next conference included community action and capacity building, industry collaboration, procedures for approaching government, cultural approaches, consumer engagement, and international perspectives.

¹ Only those provided to conference organisers will be published.

² Not all papers will be published as many presenters will not wish to write formal articles.

1.10 Financial report

The financial report is presented in Appendix 5.

Revenue

The Ministry of Health provided some financial support for the management, organisation and hosting of the Conference. As specified within the contractual agreement, the Ministry's financial support subsidised: a) registration fees for delegates from non-governmental organisations (NGOs), b) bringing international keynote presenters to New Zealand, and c) administrative support for organising the event. Other revenue came from Conference registration fees and the fee for the Conference dinner.

Expenditure

Expenditure in organising and hosting the Conference exceeded the income, particularly in relation to the administration support cost (number of personnel hours). The excess administrative support cost has been borne by AUT and PGF.

1.11 Recommendations

Based on the feedback from delegates attending the Conference and learning from experience in terms of organising the event, the Conference hosts recommend the following for future international gambling conferences:

- Co-hosting of the event between a research institution (AUT) and a service provider (PGF) worked well and provided a good mix of research and clinical perspectives which allowed delegates to broaden their knowledge and experience. Therefore, it is recommended that conference co-organisation and co-hosting between research and service provider organisations should continue.
- The Conference theme needs to be carefully considered, to be topical and of interest to delegates from a variety of backgrounds. The mix of New Zealand and international perspectives in plenary sessions should be carefully considered.
- Consideration needs to be given to promoting the conference in a way that encourages more indigenous participation.
- Similarly, consideration needs to be given to promoting the conference in a way that encourages more industry participation.

1.12 Conclusion

Holding the Conference immediately after the meeting of the *International Think Tank on Presenting Gambling Populations and First Contact Services* enabled participation of key international and national people who may not otherwise have attended. There was good representation by government officials (policy makers and regulators) as well as other parties with a significant interest in gambling-related issues such service providers, researchers and, to a lesser extent, the gambling industry. In addition a good cross-section of some well-known and respected international figures in the problem gambling and gambling provision fields made the long journey to New Zealand to participate and present. The themes and subjects presented and discussed were topical to the current New Zealand context and also allowed the sharing of international perspectives in relation to gambling and its varied impacts. Feedback on the Conference indicated an overall high level of satisfaction by delegates with individual preferences given in terms of improvements for future events. The Pre-Conference Workshops, which were held for the first time, were a success in that participants rated them highly and felt, on the whole, that they had gained valuable knowledge and skills from participating in the events.

APPENDIX 1

Conference programme

Programme – Day One Thursday 21 February 2008				
Ballroom 1 and 2				
08:00 – 09:00	Registration			
	Chair: Ruth DeSouza			
09:00 – 09:30	Whakatau: (Kaumatua: Bob Hawke)			
09:30 – 09:40	Housekeeping: (MC: Ruth DeSouza)			
09:40 – 10:00	Conference Opening: Hon. Damien O'Connor			
10:00 – 10:10	Welcome and Introduction: Professor Max Abbott (AUT) and John Stansfield (PGF)			
10:10 – 10:40	Morning Tea			
	Chair: John Stansfield			
10:40 – 11:10	Cultural Addresses: Maureen Waaka, Pefi Kingi and Jessica Phuang			
11:10 – 12:00	Keynote: Professor Max Abbott - <i>Looking back and forward on gambling research and harm minimisation</i>			
12:00 – 13:00	Lunch: Maori Providers: You may collect your lunch and attend the Te Herenga Waka o te Ora Whanau Maori caucus meeting in the Hobson Room Pacific Providers: You may collect your lunch and attend the Fono in Elliott Room 1 Asian Providers: You may collect your lunch and attend the Networking and New Directions: Asian Services, PGF meeting in Elliott Room 2			
	Chair: Professor Max Abbott			
13:00 – 14:00	Keynote: Professor Robert Ladouceur - <i>Targets of our preventive and treatment interventions for problem gambling: A critical examination</i>			
	Ballroom 1 and 2	Elliott Room 1	Elliott Room 2	Elliott Room 3
	Consumer voices	Research	Treatment	Young people
	Chair: Cynthia Orme	Chair: Rachel Volberg	Chair: David Coom	Chair: Rebecca Coombes
14:00 – 14:30	<i>Consumer voices panel</i>	Maria Bellringer, Justin Pulford & Max Abbott <i>Enablers and barriers to help-seeking in a problem gambling context: Primary findings from a New Zealand-based investigation</i>	Cheryl Campbell, Narelle Nichelsen, Tony Lindquist & Michael Henderson <i>Strengthening the links between individual and group work in prisons to provide continuity of care in the community</i>	Chrissi Clement <i>Building resilience to gambling practices</i>
14:30 – 15:00		Justin Pulford, Maria Bellringer & Max Abbott <i>Enablers and barriers to help-seeking in a problem gambling context: Secondary findings from a New Zealand-based investigation</i>	Chris Watkins & Judy Clark <i>Working with hard to reach communities</i>	Jennifer Reynolds & Louise Smith <i>'Playing it safe': Engaging youth in gambling education, advocacy and prevention</i>
15:00 – 15:30	Afternoon Tea			
	Cultural	Research	Treatment/Research	Workshop
	Chair: Papa Nahi	Chair: Rachel Volberg	Chair: David Coom	Chair: Justin Pulford
15:30 – 16:00	Mali Erick <i>'Fonofale Model': Looking forward to new models: Assessing problem gambling amongst Pacific clients</i>	Kane Boardman & Malcolm Mccall <i>Improving the odds: A regional formula to reduce electronic gambling harm in South-East Melbourne</i>	Philip Townshend <i>VGM gambling in New Zealand: Insights into gambling and the community funding model from the electronic monitoring of video gambling machines</i>	Bianca Pezzutto <i>Survival in the 21st century: A programme for youth to assist in navigating through life's choices</i>
16:00 – 16:30	Glenis Higgins & Jordyn Peka <i>The House of Hope</i>	Kylie Mason <i>Does distance to gambling venues matter? Associations between gambling behaviour and neighbourhood accessibility to gambling venues</i>	Sanja Cosic <i>Evaluation processes in problem gambling service delivery</i>	
16:30 – 17:00	Connie Henare <i>E tu tahi tatou I roto I nga ringa ringa katoa: United we stand hand in hand</i>	Mark Henley <i>Reducing poker machine numbers: The South Australian experience</i>	Mary Anne Cooke <i>Brief interventions: Helping redefine treatment for problem gamblers and their families</i>	

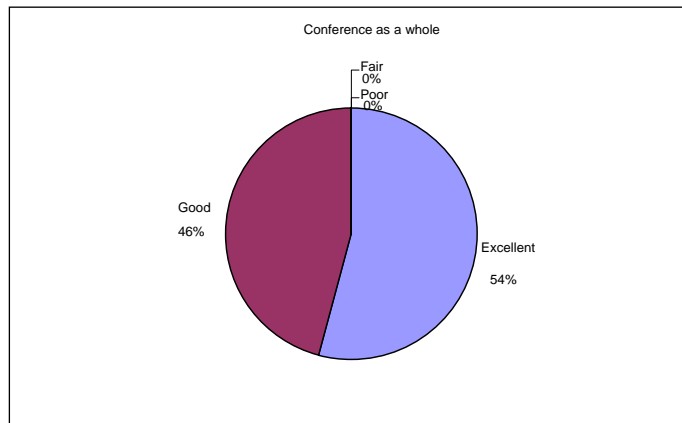
Programme – Day Two Friday 22 nd February 2008					
Ballroom 1 and 2					
08:00 – 09:00 Registration					
09:00 – 09:10 Housekeeping: (MC: Ruth DeSouza)					
Chair: John Stansfield					
09:10 – 10:00 Keynote: Barbara Phillips (Ministry of Health) - <i>The Ministry of Health and problem gambling: An overview</i> John Markland (Department of Internal Affairs) - <i>Then and Now, gambling policy and the Gambling Act</i> Mike Hill (Department of Internal Affairs) - <i>The regulators challenge: Ensuring gambling operators maintain an appropriate focus on the 'safety' requirements of the Gambling Act 2003</i>					
10:00 – 10:30 Morning Tea					
Chair: Professor Max Abbott					
10:30 – 11:30 Keynote: Tracy Schrans - <i>Raising the bar: Using player tracking to identify and manage risk</i>					
11:30 – 12:30 Public Health Panel: Professor Philippa Howden-Chapman - <i>Life chances: Framing gambling as an inequalities problem</i> Derek Thompson - <i>The Ministry of Health and problem gambling: Looking to the future</i> John Stansfield - <i>Public health from an agency perspective</i>					
12:30 – 13:30 Lunch					
	Ballroom 1	Ballroom 2	Elliott Room 1	Elliott Room 2	Elliott Room 3
	Cultural	Public health	Research	Treatment	Workshop
	Chair: Papa Nahi	Chair: Rebecca Coombes	Chair: Justin Pulford	Chair: Paulette Goddard	Chair: Jason Landon
13:30 – 14:00	Marisa Paterson <i>The regulation of 'unregulated' Aboriginal gambling</i>	Rosa Billi <i>The challenges of a public health approach to problem gambling for researchers, policy makers and governments: A Victorian perspective</i>	Sally Monaghan & Alex Blaszczynski <i>Warning signs that work: The impact of pop-up messages for electronic gaming machines</i>	John Macdonald & Miguel Rivera <i>Behavioural addictions: A unified approach to treatment. Let health policy reflect research and clinical findings</i>	Al Daly <i>Using computer programmes and other interactive games to demonstrate how gambling works</i>
14:00 – 14:30	John Wong <i>An integrated approach to problem gambling for the Asian communities</i>	Jan McMillen <i>Re-regulating gambling: A comparative analysis</i>	Tracy Schrans & Tony Schellinck <i>The Nova Scotia Player Tracking Study: The impact of a Responsible Gaming Device on player behaviour and outcomes</i>	Janine Robinson <i>Creating an international community of practice on ethics and problem gambling treatment</i>	
14:30 – 15:00	George Wynyard <i>An alternative approach to counselling Maori women gamblers who present with problematic issues</i>	Kawshi De Silva & Cynthia Orme <i>Problem gambling workforce development: An organisational journey</i>	Jens Bonke, Anders Holm & Connie Nielsen <i>Gambling as consumption or investment?</i>	Negar Sadeghi <i>Developing problem gambling resources for diverse population in the Greater Toronto area, Ontario, Canada</i>	
15:00 – 15:30 Afternoon Tea					
	Harm minimisation	Public health	Research	Young people	Workshop
	Chair: Kawshi De Silva	Chair: Rebecca Coombes	Chair: Justin Pulford	Chair: Philip Townshend	Chair: Cynthia Orme
15:30 – 16:00	Bill Davies <i>iCare: Integrating responsible gaming into casino operations</i>	Jane Powell & Alan Tapp <i>The use of social marketing to reduce problem gambling: The implications for public health</i>	Lia Nower & Alex Blaszczynski <i>Development of the Pathways Model Questionnaire: Implications of etiological sub-types for individualised treatment</i>	Lisa Taylor & Pam Hillyard <i>Gambling awareness for youth: An analysis of the 'Don't Gamble Away our Future_{SM} programme'</i>	David Coom <i>Groupwork for problem gamblers</i>
16:00 – 16:30	Linda Hancock <i>The gambling industry and corporate social responsibility: Why CSR now matters internationally</i>	Teresa Pomeroy <i>Why should the devil have all the best tunes? Using social marketing to denormalise harmful gambling</i>	Sherry Stewart, Martin Zack, Tony Toneatto & Nigel Turner <i>Two studies on the development and psychometric evaluation of the Gambling Motives Questionnaire</i>	Heather Chalmers, Lindsay Campbell & Jeremy Kendrick <i>Why do adolescents gamble? Sex differences in the motivations and intentions to gamble and implications for prevention</i>	
16:30 – 17:00	Phillip Ryan <i>Beyond smart cards to smart technologies</i>	Melonie Martin <i>Our communities, our families, our problem: Public awareness of, and response to, the problem gambling mass media campaign</i>	Rachel Volberg & Ingrid Munck <i>Beyond existing measures: Improving assessments of gambling problems</i>	Sally Monaghan, Jeff Derevensky & Alissa Sklar <i>Why go to school when I can win the lottery? The impact of gambling advertisement on youth</i>	

Programme – Day Three Saturday 23 rd February 2008					
08:00 – 09:00	Registration				
	Ballroom 1	Ballroom 2	Elliott Room 1	Elliott Room 2	Elliott Room 3
	Prevalence	Harm minimisation	Research	Research	Research
	Chair: Philip Townshend	Chair: Rachel Volberg	Chair: Jason Landon	Chair: Rebecca Coombes	Chair: David Coom
09:00 – 09:30	Beryl Brown <i>Undertaking the British Gambling Prevalence Survey</i>	Thore Paulsen, Finn Gyllstrom & Jonny Engebo <i>Regulatory changes and finally a ban on existing slot machines in Norway: What's the impact on the market and problem gambling?</i>	Sally Casswell <i>Socioeconomic impacts of gambling</i>	Matthew Rockloff & Nancy Greer <i>Double-down when you are feeling down: Negative self-reflection intensifies EGM tracking behaviour</i>	Graham Aitken <i>Global gambling developments</i>
09:30 – 10:00	Kerry Sproston <i>The prevalence of problem gambling in Britain: The 2007 British Gambling Prevalence Survey (BGPS)</i>	Alison Penfold <i>Realistically, are venue operators part of the wider intervention workforce? Training of industry staff under the New Zealand harm minimisation regulations</i>	Sue Walker & Max Abbott <i>Knowledge, views and experiences of gambling and gambling-related harm: Results from a baseline survey for a public health and social marketing programme in Aotearoa/New Zealand</i>	Shane Thomas, Alun Jackson & Nicki Dowling <i>Risk and protective factors in problem gambling</i>	Laurie Siegel-Woodward & Lynette Hutson <i>The extended foodbank survey: Christchurch</i>
10:00 – 10:30	Morning Tea				
	Cultural	Treatment	Research	Research	Public health
	Chair: Papa Nahi	Chair: Paulette Goddard	Chair: Jason Landon	Chair: Maria Bellringer	Chair: Kawshi De Silva
10:30 – 11:00	Chi Chuen Chan & Keis Ohtsuka <i>Heroine in the making: An understanding of the personality of female gamblers in gambling movies in Hong Kong</i>	Chrissi Clement <i>Celebration, ceremony and ritual</i>	Natalya Kohu-Smith <i>Epiphanies: The role of defining moments in gambling recovery</i>	Rebecca Coombes, Maria Bellringer & Max Abbott <i>Gambling and unreported crime: Researching in an ethically and legally sensitive area</i>	Pesio Siitia, Robyn Allpress, Yvonne Matson and the Otara Gambling Action Group members <i>Mobilising the community: 7,000 written submissions later!</i>
11:00 – 11:30	Gus Lim <i>A case study for an effective counselling based on family system theory with three Korean couples</i>	Philip Townshend & Jude West <i>Hook, line and sinker: Demographics of gamblers using video gambling machines and the influence of the jackpot on motivation to gamble in a New Zealand setting</i>	Robert Murray <i>The piloting and evaluation of a residential/day treatment problem gambling treatment system in Ontario</i>	Tevje Revheim & Kristin Buvik <i>Gambling at the workplace and gambling problems</i>	Thomas Moore <i>Finding workable gambling theory</i>
11:30 – 12:00	John Wong & Pauline Chan <i>Gamble Free Day projects with public health approach in minimising gambling harm among the Asian communities</i>	Mike Goulding <i>'A hot potato': Practitioner competencies for the problem gambling treatment field - Who, what, how and when?</i>	Conny Nordin & Ingemar Sjodin <i>Increased CSF homocysteine in pathological gamblers compared with healthy controls</i>	Martin Young <i>'The games people play': An analysis of the relationships between competition, chance and risk</i>	Kate Roberts <i>Hidden carers: A tale of two hats</i>
12:00 – 12:30	Sharlene Wong <i>Implications for Asian practitioners counselling Asian clients in a problem gambling setting: The Banana and the Jafa</i>	Alecia Browne & Carol Biggam <i>Debt counselling for problem gamblers: A valuable approach to a key concern for clients</i>	Samson Tse, Alun Jackson, Lisa Campbell, Robin-Marie Shepherd, Fiona Rossen, Andrew Jull, Lorna Dyall & Lana Perese <i>Investigating problem gambling interventions in New Zealand: Phase Two vanguard clinical trial</i>	Rosa Billi <i>Using peer reviews and discrete research for government advice: A Victorian perspective</i>	Lynette Hutson & Brent Diack <i>Come to me please: Community clinics</i>
12:30 – 12:45	Conference Closing: (Kaumatua: Bob Hawke)				

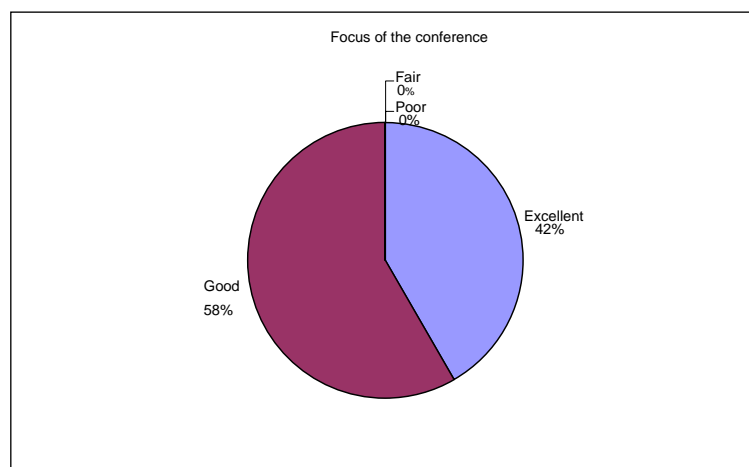
APPENDIX 2 Conference evaluation

Twenty-four forms were completed. This was an overall response rate of 11%. Traditionally, conference delegates do not complete evaluation forms, so the low response was expected.

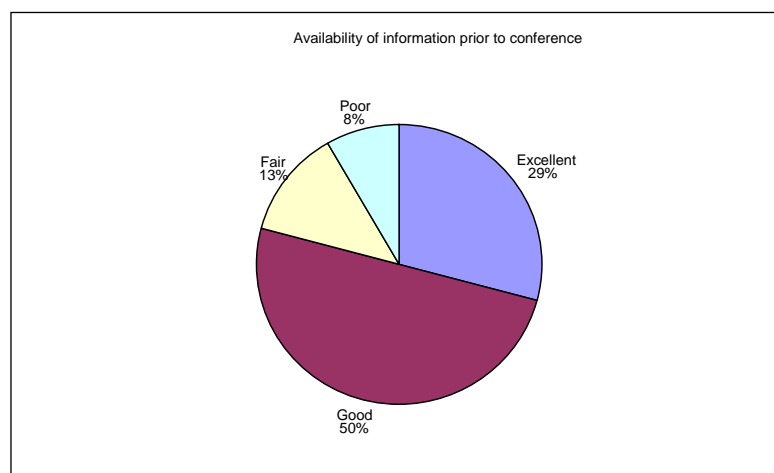
All respondents rated the overall Conference positively, with 54% deeming it to be excellent and 46% rating it as good. This shows an improvement over the 2006 conference which was rated positively by 86% of respondents.



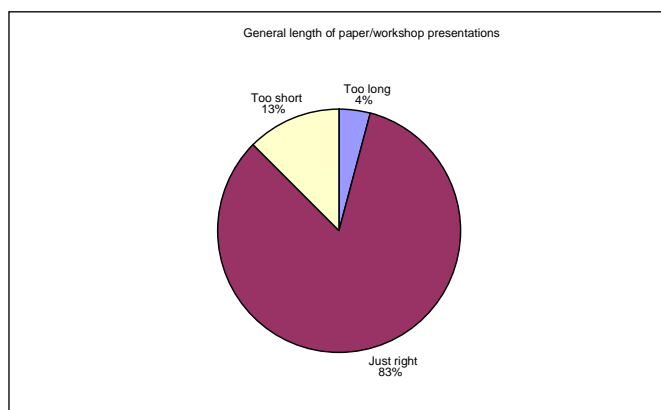
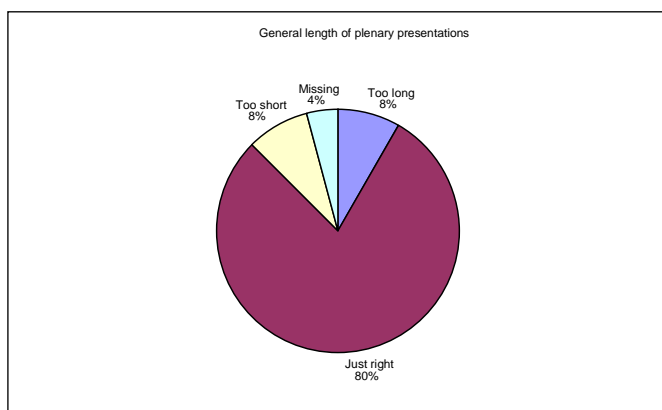
The focus of the Conference was also viewed favourably by all respondents with 42% rating the focus as excellent and 58% rating the focus as good. Aspects that respondents mentioned as highlights were specific presentations including cultural presentations, the public health focus and the opportunity to network. Respondents also liked the themes of the concurrent sessions, and the new information and research that were presented. The quality of sessions, breadth of topics and mix of disciplines was considered a highlight by some respondents whilst others appreciated the accurate scheduling, timing and organisation of the conference. The top three presenters that respondents would most like to see again, in order of popularity, were Tracy Schrans, Professor Robert Ladouceur and Professor Max Abbott.



A majority of respondents rated the information available prior to the Conference as excellent (29%) or good (50%) with only 13% and 8 percent of respondents rating the availability of pre-conference information as fair or poor, respectively.

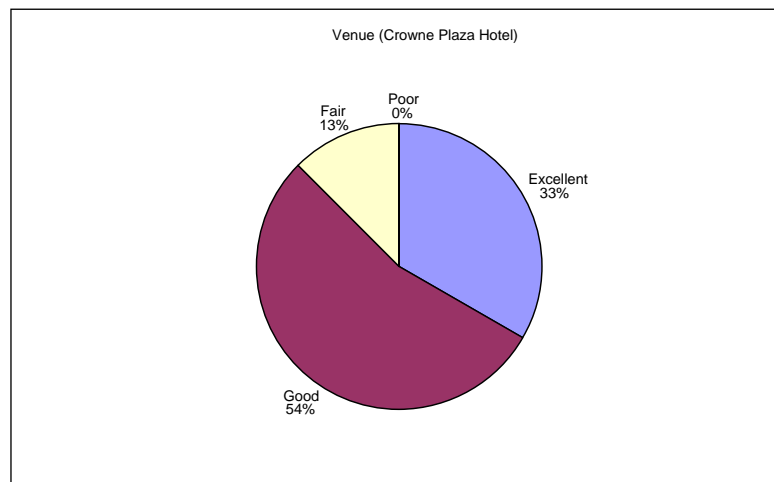


A majority of respondents rated the length of both the plenary and paper/workshop presentations as just right (80% and 83% respectively) compared with those who felt the length to be too long (eight percent and four percent for plenary and concurrent presentations respectively) or too short (eight percent and 13% respectively).

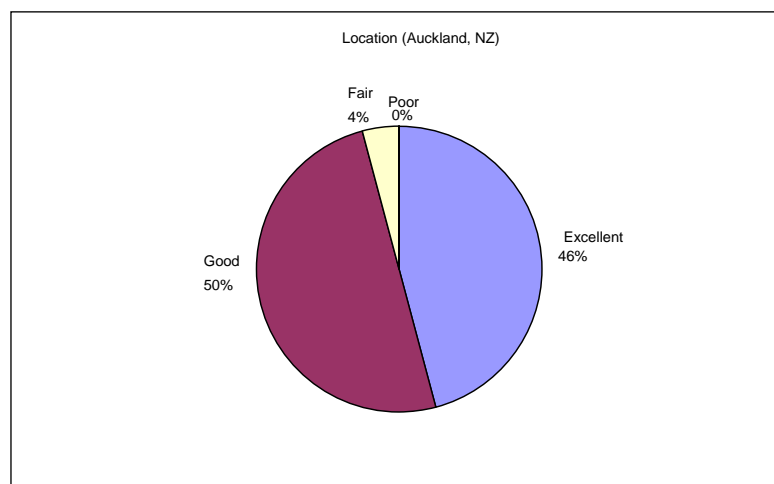


Only six respondents (25%) had attended one of the Pre-Conference Workshops. Of these, two thirds had participated in the *Public health and social marketing approach to problem gambling* Workshop whilst the other third participated in the *Cognitive and behavioural treatment of pathological gamblers* Workshop.

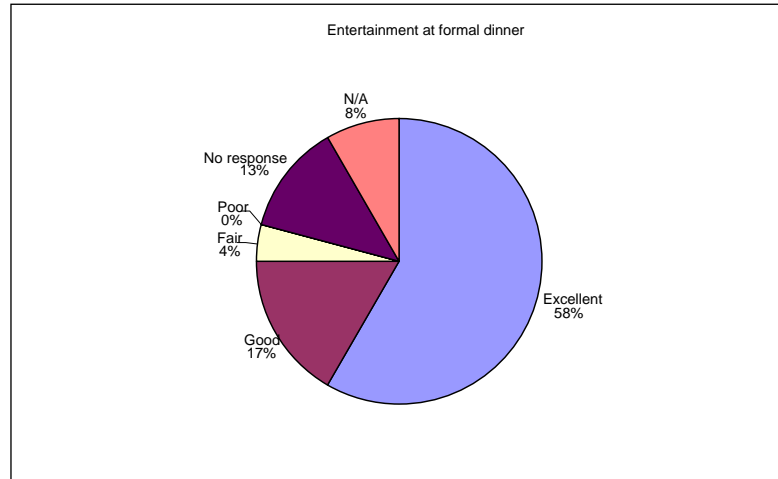
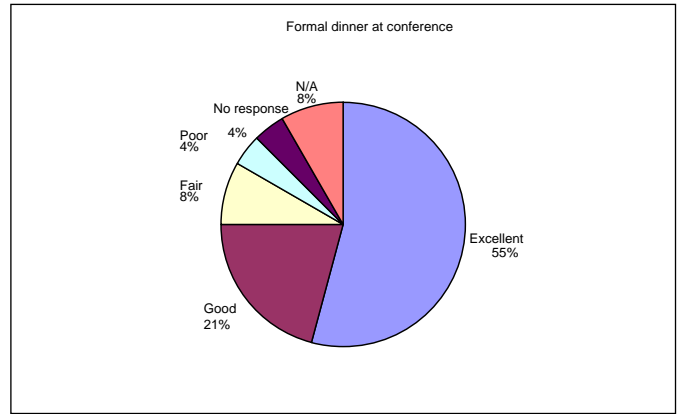
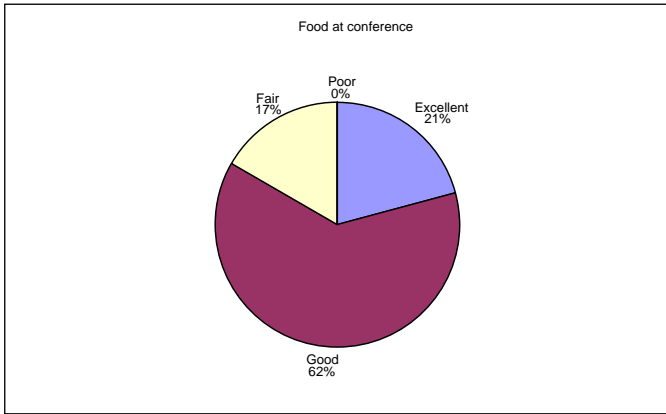
Eighty-seven percent of respondents rated the Crowne Plaza Hotel as an excellent (33%) or good (54%) venue. For the 2006 conference only 40% of respondents had deemed the venue (AUT University North Shore campus) favourably. Thirteen percent of respondents rated the hotel as fair with none considering it to be poor, this is an improvement from the 2006 conference when 19% of respondents felt the venue to be poor.



Ninety-six percent of respondents rated the conference location (Auckland) as good (50%) or excellent (46%) with only four percent of respondents deeming the location to be fair.

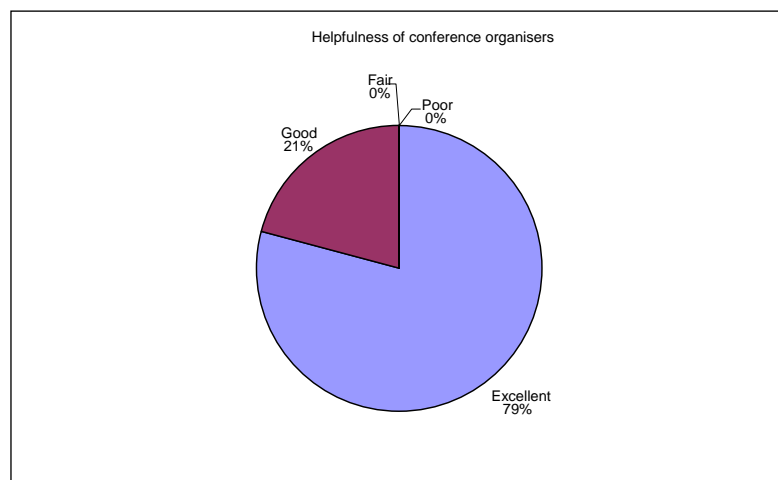


Eighty-two per cent of respondents reported favourably on the Conference food (good 62%, excellent 21%). Some respondents requested more seating available whilst eating. The formal Conference dinner was rated as excellent by 55% of respondents and as good by 21% of respondents. For 12% of respondents either no response was given or they did not attend the dinner. A minority of dinner respondents rated the event as fair (eight percent) or poor (four percent). The dinner entertainment rated favourably with 55% of respondents reporting it to be excellent and 17% reporting the entertainment to be good. Only four percent stated the entertained as fair and no respondent deemed it to be poor. No response/non-applicability applied to 21% of respondents.



Only 15 of the 24 respondents utilised the Crowne Plaza Hotel accommodation. Three-quarters stated that the accommodation was excellent (33%) or good (40%). One respondent (seven percent) rated the accommodation poorly. No response was received from one fifth of respondents using the accommodation.

All respondents rated Conference organisers as helpful (79% excellent, 21% good).



Respondents detailed a few areas for improvement in future conferences. Major suggestions included:

- Focus less on New Zealand in keynotes and public health panel
- An industry voice should be heard and more industry participation is required
- There should be more Maori speakers

Topic suggestions for the next conference covered a whole range of issues from treatment to research to public health and policy, reflecting individual preferences.

Other suggestions focused on operational matters and included issues such as: allowing more time for international speakers and audience questions, having handouts for presentations, improved signage of rooms, and having a participant list available for delegates.

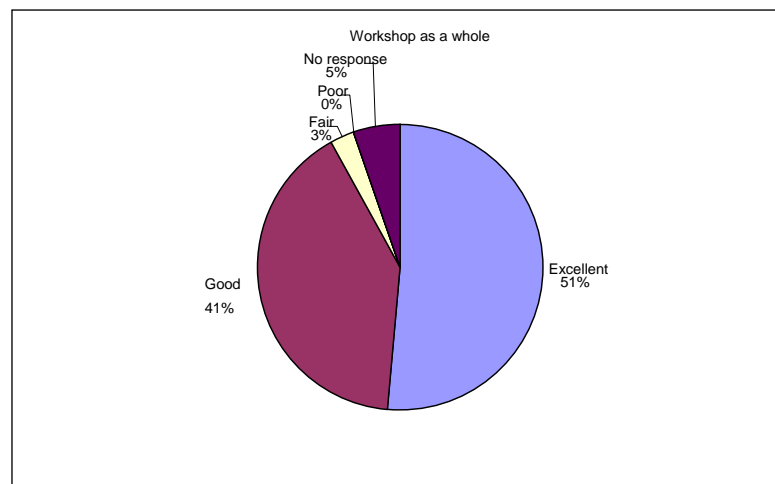
APPENDIX 3

Workshop evaluation (Cognitive and behavioural treatment of pathological gamblers)

Thirty-seven forms were completed representing a response rate of 62%.

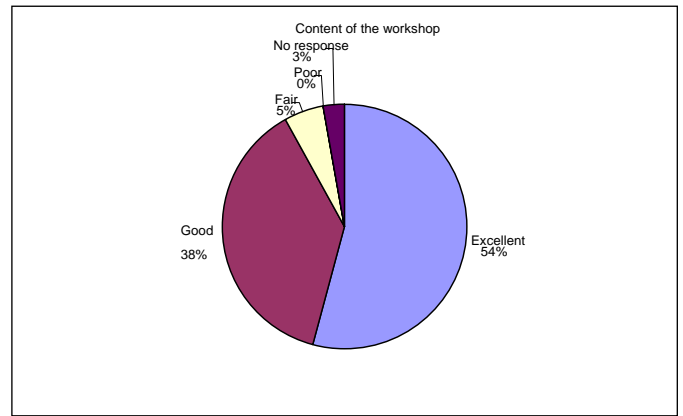
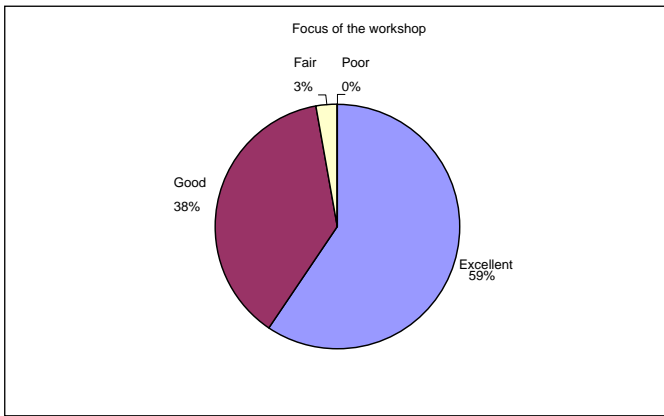
The Workshop overall received a positive rating from almost all respondents (92%) with half rating it as excellent (51%) and 41% rating it as good. Only three percent of respondents felt that the workshop was fair and none thought it was poor.

The role-playing was a highlight for several respondents. Respondents appreciated the presenter (Professor Robert Ladouceur) and their increased understanding of cognitive behavioural therapy as well as their learning of practical skills. Other comments about the Workshop related to it being well organised and one of the best workshops attended by respondents. Aspects respondents thought could be improved included a more appropriate matching of room size to number of participants, a request for handouts of the presentation and more short breaks during the workshop.

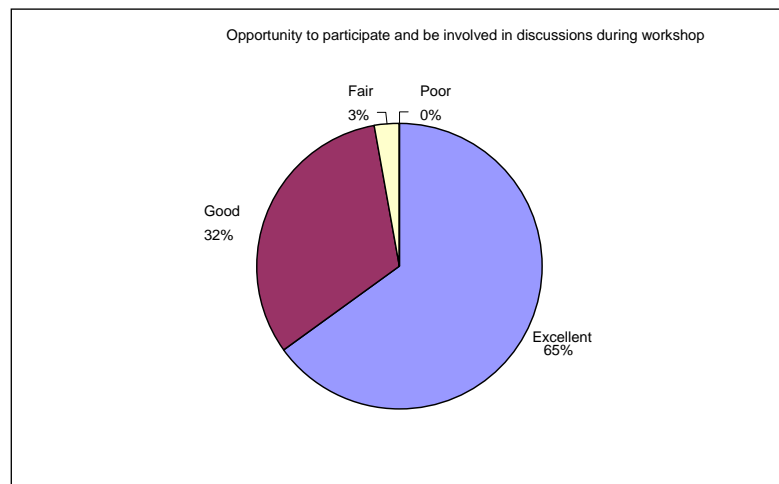


The focus of the Workshop was viewed positively by 97% of respondents with 59% stating the focus to be excellent and 38% stating it as good. Only three percent of respondents felt that the focus of the workshop was fair and none thought it was poor. One respondent stated that it would be more beneficial to focus only on one process of problem gambling counselling.

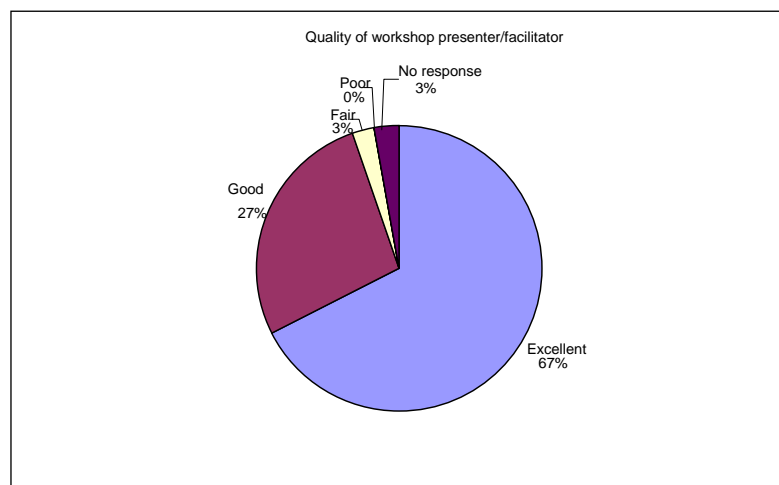
Respondents were also positive about the content of the Workshop with 54% rating it as excellent and 38% rating the content as good. Five percent of respondents felt that the Workshop content was fair and none thought it was poor. One respondent stated a desire for actual examples of clinical interventions.



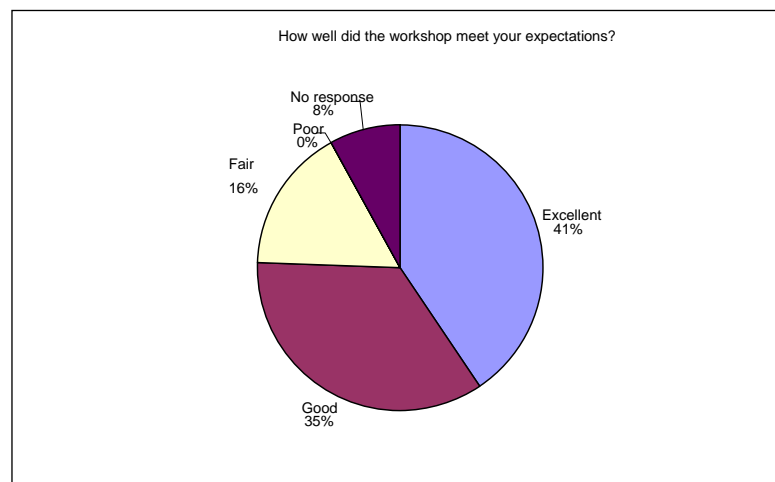
A highlight for many respondents was the opportunity to participate and be involved in discussions during the Workshop with 65% rating this aspect of the Workshop as excellent and a further 32% rating it as good. Only three percent of respondents gave a response of fair and none thought it was poor. Some respondents would have liked more participation particularly about dissonance.



Two-thirds of respondents (67%) rated the presenter (Professor Robert Ladouceur) as excellent and a further 27% rated him as good. Only three percent of respondents gave a response of fair and none rated Professor Ladouceur as poor.



Three-quarters of respondents (76%) stated that the Workshop met their expectations (excellent 41%, good 35%) while 16% rated responded with fair. No respondents stated that the workshop had not met their expectations.



Three-quarters of respondents (76%) stated that they were intending to attend the Conference with 73% planning on being there on the Thursday, 68% on the Friday and 57% on the Saturday.

Suggested topics for treatment-related workshops prior to the next conference included group work, motivational interviewing, relapse prevention, Pathways Model of gambling, counselling skills, narrative therapy, brief interventions, and comparing different therapy modalities.

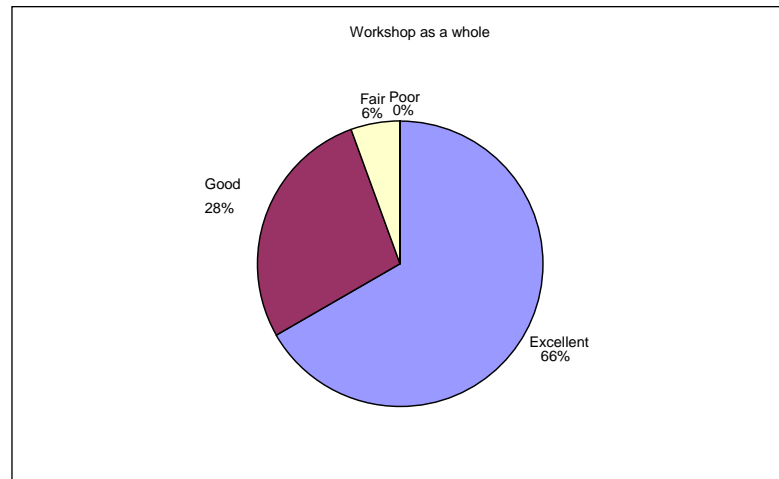
APPENDIX 4

Workshop evaluation (Public health and social marketing approach to problem gambling)

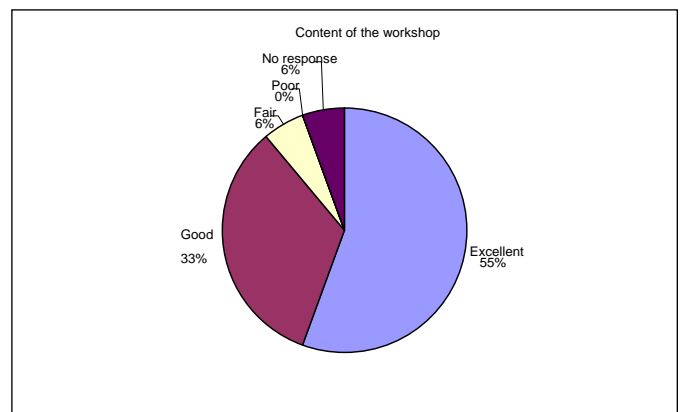
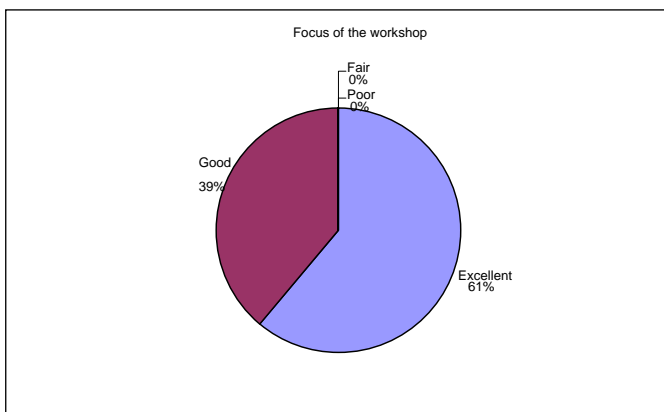
Eighteen forms were completed representing a response rate of 60%.

The Workshop overall received a positive rating from almost all respondents (94%) with two-thirds (66%) rating it as excellent and 28% rating it as good. Only six percent of respondents felt that the workshop was fair and none thought it was poor.

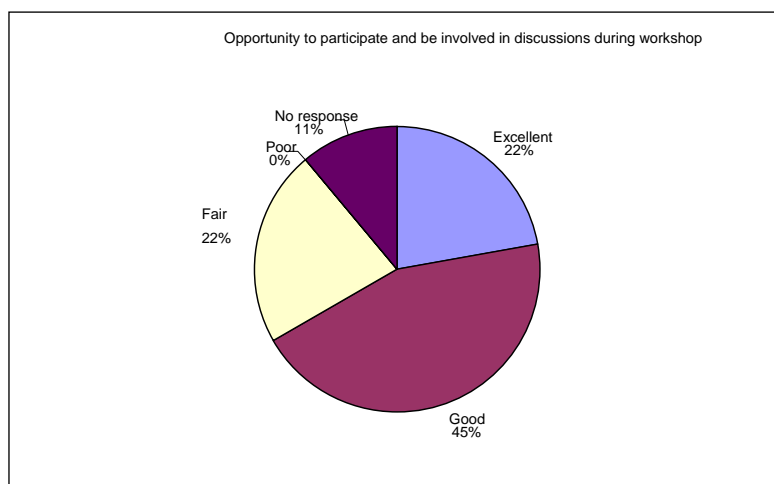
A highlight was the quality of the presentations in general. One respondent commented “we are on the right track with starting public health on gambling issues”. Respondents found the workshop to be informative, well structured, well organised and well facilitated. Aspects for improvement included longer discussion time and shorter more succinct presentations, as well as a more structured timetable. Some respondents did not view the changing timetable favourably though one respondent stated it “was really good and flexible with timetable to make relevant with participants”.



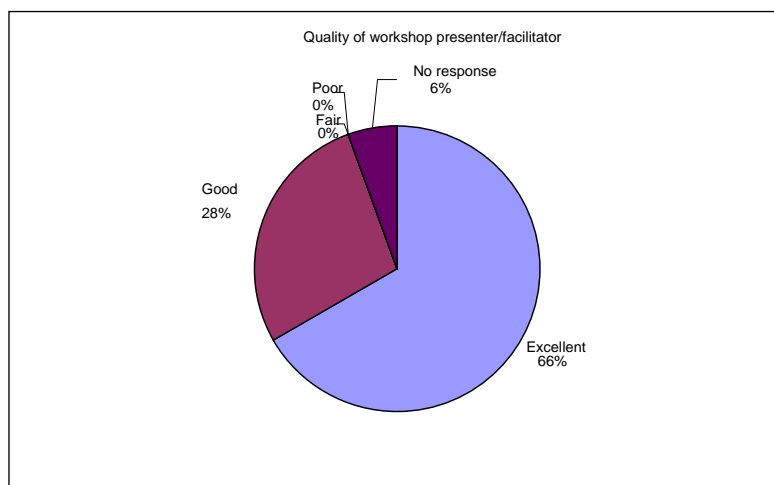
All respondents rated the focus of the Workshop positively with 61% rating it as excellent and 39% rating it as good. Respondents were also positive about the content of the Workshop with 55% rating it as excellent and one-third rating it as good. Only six percent of respondents felt that the content of the Workshop was fair and none thought it was poor.



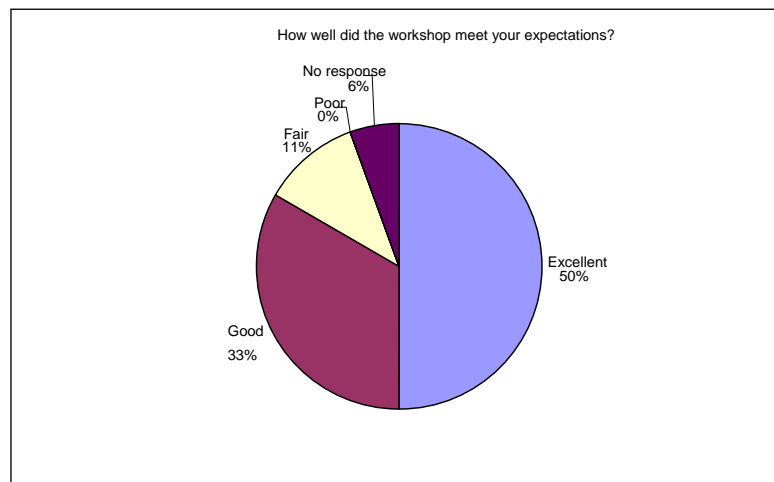
Although two-thirds of respondents (67%) favourably rated the opportunity to participate and be involved in discussions in the Workshop, this was not rated as well as for the Cognitive and behavioural treatment workshop. Twenty-two percent of respondents rated the opportunity excellent (compared with 65% for the other workshop), 45% rated it good (compared with 32%) and 22% rated it fair (compared with three percent).



Sixty-six percent of respondents rated the quality of the presenters/facilitators as excellent and 28% rated their quality good. No respondents thought that the quality of presenters/facilitators was fair or poor.



Half of respondents stated that the Workshop met their expectations excellently, one-third rated it as good and 11% of respondents stated that their expectations were met in a fair manner.



Only one respondent was not intending to attend the Conference. Of the 17 respondents who stated that they were attending the conference, 94% stated they would be present on Thursday, 89% on Friday and 67% on Saturday.

Suggested topics for public health-related workshops prior to the next conference included community action and capacity building, industry collaboration, procedures for approaching government, cultural approaches, consumer engagement, and international perspectives.

APPENDIX 5
Financial report

		Total actual	Total budget	Total variance
Revenue				
MOH		\$50,000	\$50,000	-
Conference fees		\$83,416	\$62,016	\$21,400
Dinner revenue		\$7,858	\$8,667	-\$809
Total revenue		\$141,274	\$120,683	\$20,591
Expenses				
Presenters	<i>MOH</i>	\$15,704	\$21,100	\$5,396
Venue/catering		\$29,424	\$41,200	\$11,776
Audio/video		\$9,615	\$5,525	-\$4,090
Dinner		\$8,475	\$12,025	\$3,550
Conference bags		\$2,812	\$4,320	\$1,508
Koha/gifts		\$443	\$1,000	\$557
Printing		\$10,370	\$10,000	-\$370
Credit card fees		\$1,194	\$600	-\$594
Office supplies and postage		\$1,509	\$5,000	\$3,491
NGO subsidy	<i>MOH</i>	\$7,545	\$-	-\$7,545
Administration support cost	<i>MOH</i>	\$85,905	\$62,000	-\$23,905
Total expenses		\$172,996	\$162,770	-\$10,226
TOTAL DEFICIT		-\$31,722	-\$42,087	\$10,365

Note: The Ministry of Health funding was applied against the expense lines marked *MOH*

APPENDIX 6 Advertising

The Conference and Workshops were advertised in the following locations:

Postings on electronic discussion groups

The following international discussion group had regular postings regarding the Conference and Pre-Conference Workshops:

- GamblingIssuesInternational
- New Zealand Drug and Alcohol List Serve

Postings in electronic newsletters/publications

The following newsletters/publications had at least one reference to the Conference and/or Pre-Conference Workshops and were either Emailed to subscribers or posted on the host organisation website:

- AUT electronic notice board
- Auckland Recording Service E-newsletter
- Dialogue (a publication of the Nova Scotia Gaming Foundation), Volume 1, Issue 1, June 2007
- New Dialogue (magazine of the New Zealand Federation of Voluntary Welfare Organisations), Issue 18, March 2007
- Responsible Gambling Council Newscan (weekly from 22 June 2007)
- Taranaki Webhealth, community noticeboard

Postings on internet websites

The following websites advertised the conference:

New Zealand

- AUT main website and Gambling Research Centre website
- Problem Gambling Foundation of New Zealand
- Centre for Gambling Studies, University of Auckland
- Clubs New Zealand
- Drug and Alcohol Practitioners Association of Aotearoa-New Zealand
- Mental Health Foundation of New Zealand
- New Zealand Drug Foundation
- Public Health Association of New Zealand
- Te Puni Kokiri
- The Churches Agency on Social Issues
- The Salvation Army Oasis Centre
- Tourism Auckland
- Waikato Webhealth

Australia

- Australasian Gaming Council
- Gambling Research Australia

Brazil

- ABEAD Associacao Brasileira de Estudos do Alcool e Outras Drogas

Canada

- Alberta Gaming Research Institute
- Canadian Centre on Substance Abuse
- Canadian Mental Health Association Saskatchewan Division Inc

- Canadian Network of Substance Abuse and Allied Professionals
- Loudon Consultants
- Professional Advanced Services in Mental Health and Addiction
- Responsible Gambling Council

Germany

- Psychologie Information

Portugal

- SaudeAgenda.com

UK

- GamCare

USA

- American Psychological Association
- Institute for the Study of Gambling and Commercial Gaming
- National Council on Problem Gambling
- UCLA Gambling Studies Program

Global

- Conference Alerts
- European Association for the Study of Gambling
- European Association of Schools of Social Work
- International Federation of Social Workers
- International Journal of Mental Health and Addiction
- International Responsible Gaming Organisation
- PapersInvited.com