

**What lies beneath: Do our
qualifications contribute to the shine
on the surface?**

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Today

- What do our clients really want from us?
- Do we need qualifications?
- Gambling clinical workforce qualifications survey
- Is it important to belong to a Professional Association?
- What the MoH Strategy document says about qualifications
- New potential NZQA qualification
- Workforce support

What do our clients really want from us?

- Engagement
- To feel understood
- To not be judged
- “To feel listened to and be heard” (2018 IGC)
- “To receive holistic support, not just be the problem” (2018 IGC)
- Research consistently points to ‘the relationship’ being the single most critical factor in relation to changes being made (although clearly other skills utilised as well).
- Do we need qualifications to provide the above?

Do we need qualifications?

- Clients/tangata whaiora when they meet us for the first time are not generally aware of what goes on “under the surface” in terms of our qualifications and experience
- Do they care?
- Do they care how many qualifications we have, what our professional backgrounds are, or do they just experience the way in which they feel welcomed, and the way in which we engage with them?
- If clients/tangata whaiora are not concerned, should we be?

Qualifications Surveys

- Abacus conducted a qualifications survey in 2017, replicating an earlier one in 2006
- Focus was on:
 - Age/Gender/Ethnicity
 - Qualification
 - Experience
 - Willingness to participate in further study for gambling specific qualifications

2017 Qualifications Survey

- **Response Rate:** from 98 potential responders, 70 responses were received, a 71% return rate (83% in 2006)
- **Workforce Distribution:** 47 responders from large NGOs and 23 from small NGOs

Gender and Age 2017

GENDER	Responses (n=70)	Percentage (rounded)
Male	18	26%
Female	52	74%

AGE	Responses (n=70)	Percentage (rounded)
Under 30	2	3%
30 – 40	8	11%
41 – 50	23	33%
51 – 60	21	30%
61 – 70	16	23%
70 plus	0	0%

Gender and Age 2006

- **Gender:** 66% female (now 74%)
- **Age:** 31% aged 50 or over (now 53%) and 4.5% aged 60 or over (now 23%)

Ethnicity 2017

ETHNICITY	Responses (n=70)	Percentage (rounded)
Maori	16	23%
Pacific*	10	14%
Asian**	8	11%
NZ European	36	51%

ETHNICITY primary identification			
Pacific*		Asian**	
Cook Island	1	Indian	3
Niuean	1	South East Asian	1
Samoan	3	Thai	1
Samoan Tokelaean	1	Chinese	2
Samoan German	1	Not specified	1
Tongan	3		
Total	10	Total	8

Ethnicity 2006

- **Ethnicity:** Maori 43.2% (now 24%), Pacific 8% (now 14%)
- **Client Proportionality 2017:**
 - Maori 24% for 34% of clients
 - Pacific 14% for 19% of clients
 - Asian 11% for 10.8% of clients

Workforce experience 2017

YEARS	Responses (n=65)	YEARS	Responses (n=65)
0	1	9	1
1	8	10	3
2	8	11	2
3	8	12	2
4	9	13	1
5	5	14	1
6	9	17	1
7	1	18	1
8	3	19	1

Are you a member
of a Professional
body 2017?

	Responses (n=65)	Percentage (rounded)
Yes	36	68%
No	29	32%

Membership	Responses (n=36)
ANZASW	5
ANZASW Registration Board	1
DAPAANZ Full	14
DAPAANZ Provisional	8
NZ Assoc. Counsellors Full	7
NZ Assoc. Counsellors Provisional	4
NZ Assoc. Psychotherapists Full	1
NZ Assoc. Psychotherapists Provisional	1
NZ Nurses Organisation	1
NZ Nursing Council	2
NZ Psychological Society	1
NZ Psychologists Board	1
Public Health Association	1
Total	47

Professional Body 2006

- In 2006, just one-third of practitioners were Dapaanz members and this compares to 61% currently (of those registered)

Is it important to belong to a Professional Association?

- Qualifications are required to belong to any Professional association
- Is it a problem if someone doesn't belong to a professional association?
- While, engagement is the most critical factor for success, clients/tangata whaiora need protecting if something goes wrong, and this includes for their family/whanau
- All Professional Associations have a code of ethics to guide our work

Importance of qualifications and Professional Associations

- “We don’t know what we don’t know” and we have blind-spots
- The process of gaining qualifications allows us access to new knowledge, and opportunities to examine and reflect on the ways we work
- The rigour required to join a Professional body means that we continue to examine this throughout our whole careers e.g. requiring supervision and continuing professional development
- Ultimately Professional associations have the mandate and responsibility to protect our clients/tangata whaiora

MoH Strategy Document

- “The Ministry’s expectation is that all gambling harm practitioners will be registered as health practitioners permitted to practice within a relevant scope of practice under the HPCAA (Health Practitioners Competence Assurance Act), or will be registered or endorsed by Dapaanz, or will be equivalently registered with, or endorsed by other relevant professional organisations”
- It is important to highlight that this is a long term priority, and the strategy runs until 2023.

New NZQA qualification

- Abacus plans to shortly submit an application for a Level 5 NZQA qualification under the (relatively) new Training scheme legislation.
- Abacus currently provides a Level 6 supervision qualification so is very familiar with the requirements for this kind of qualification.
- Abacus plans to bring the outline of this course to both Dapaanz (Gambling sub-committee) and the MoH Infrastructure services Advisory group, both in March, prior to submitting.

Workforce Development support

- By 2023, each member of the gambling harm clinical workforce will be required to have a significant level of qualification
- Abacus as part of its existing contract with the MoH is able to provide support to gambling harm clinical intervention services to help develop a pathway for staff to ensure they will be ready.
- We have spoken to many of you already, but please contact directly if we you would like to work together further on this: ali@acts.co.nz