



**PGF SERVICES**

*Counselling Advice Support*

**Mana Enhancing Practice Presented By;**

*Te Rukutia Tongaawhikau - Kaiwhakarite  
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# Overview of presentation

- Introductions: who we are and our service
- What is Mana?
- Commitment to mana enhancing
- Coming together: workshop
- Weaving it all together: ongoing mahi
- Outcomes
- Questions



# Introduction PGF Group



Healthy and resilient communities in a just society



are part of the  
Problem Gambling Foundation of NZ,  
trading as PGF Group





# What is mana?

- **Mana Definition:** prestige, authority, control, power, influence, status, spiritual power

- **Te Ao Maaori**

Mana is the divine right of every person and everything equally, no more no less, while recognising the uniqueness of the individual **(Rose Pere 1991)**.

- **In Service**



# Commitment to mana enhancing

- Board
- Designated role

## **Vision**

Families and communities are healthy and resilient in a just society

## **Mission**

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



# Commitment to mana enhancing



- Organisational values
- Policy
- Evaluation

(Marsden, 1986) tells us that 'All subjects, no matter how specialised, must be connected to a centre. The centre is constituted of our most basic convictions, ideas that transcend the world of facts'.

# Coming Together: workshop

Dignity, respect, holistic, contextual.  
Honouring ourselves, other and the process.  
Listening and connecting, knowing the impact  
we have on others, being present.

## What is your understanding?

Perceived status, and authority. Asian have similar  
concept (Face) earn it. Not by title, but what you do.

Respect, client see us, their mana is diminished, and we  
get to make an impression at first contact. How do we  
explain mana enhancing to those who don't understand  
the word? Clients are looking to replenish their mana  
and this can be a struggle for us. We journey with them.  
Not just tangible and intangible are of equivalent value.

Aware of own mana, my values  
challenged. Advocate and create  
opportunities. Fight for your people.  
Culturally appropriate services available.  
Break the ground. Overcome barriers. Face  
the challenge. Diminished after migration.  
Diminished when I do not fit in the box, we  
don't fit in the box. Have courage to create  
change. Valued when I was useful, now  
they are not interested. Enhance each  
other.

Assumptions, lack of understanding, culture centred  
bias. Growing pains of uncomfortable conversations  
(views) power and balance. Happens to everyone.  
Colonisation, people are angry with us.

## What have you experienced?

Does your dignity, have power and weight?  
Careful how you treat it and embody it. How you  
respond to others. Peaceful, not just aggression.  
Speak and listen. Mana depends on context.  
Humbling presence especially when you have a  
high status.

Mana flowing through our table,  
awareness, self, our values, beliefs,  
take ownership of what in the room.  
Holding unconditional regard for  
others, empowerment.

Mana first is in the word, masculine  
word (the way we first always learned  
about it) but its for everyone. Different  
spaces it sits in. Accidentally diminish  
mana in our businesses.

## Enhancing Mana or Diminishing

Mana is contextual, power element,  
spiritual aspect. What it defines is that we  
are connected to the divine. Connected to  
sense of belonging. Understanding the  
mana of others comes from different  
places.

From tupuna, different  
experience for each of us. It  
makes up who you are in  
different ways.

Cross culture, have similar concept. Someone who  
embodies knowledge, that is not enough, but from  
the heart. Some who cares deeply and empower  
others, Lays a path for us for example, Kelly

That of God is in everyone, action is how you express mana,  
not just words. Men/women are equal. LGBTQ are equal.  
Empowerment, listening and being listened to. Culture,  
communication and respecting that, Environment. Not  
being treated with respect. Making people feel welcome  
and comfortable, reception with manaaki. On time.  
Considerate of others. The messiness of people too.

# Weaving it all together: ongoing mahi

- **Kaitiakitanga/education and learning**
- **Rauemi/resources**
- **Mahi/practice**
- **Whakamana/empower**
- **Aromatawai/Evaluations**

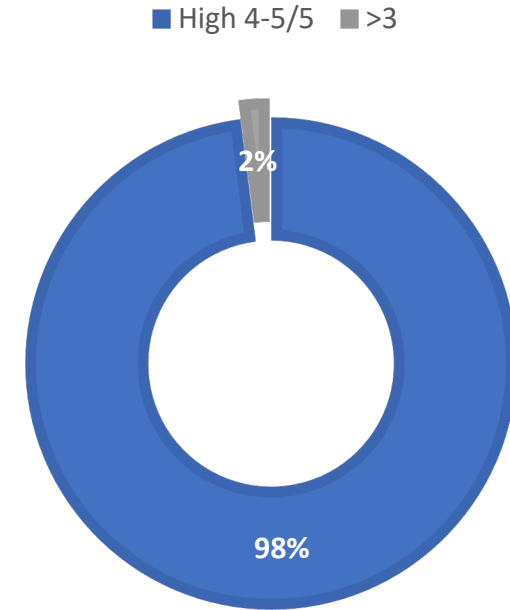


# Aromatawai/Evaluations

130 Tāngata whaiora completed our feedback survey in 2022.

- 98% Approachable and Helpful
- 98% Respected and listened to
- 96% Culturally inclusive
- 95% Helpful for wellbeing
- 93% Recommend us to a friend or colleague

## OVERALL CLIENT SATISFACTION



**PGF SERVICES**  
Counselling Advice Support

Social justice

Innovative

**RANGINUI**

Treaty of Waitangi

People-centred

Professional

Courageous

*Families & communities are healthy & resilient in a just society  
Preventing and Minimising Gambling Harm*

**TĀNE**

Health Strategies

Clinical Services

Public Health

Methods/theories

Cultural Support

Supervision/Support

Referral Processes

**ENGAGING**

**WHĀNAU**

Peer support

Protection

Hui Kaitiaki

Consumer Voice

Evaluation

Collaboration

Co-location

Digital Tools

**ACCESS AND CHOICE**

**PAPATŪĀNUKU**

Enhancing the mana of individuals &  
communities to be free from gambling harm



# Contact us:

**0800 664 262**

to speak to a duty counsellor

**help@pgf.nz**

for email support

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for more information

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