

# A mana enhancing approach to service engagement

Denise Giles - Duty Counsellor Lead

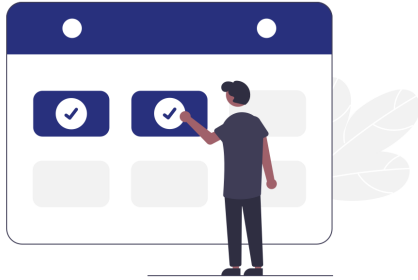
Fiona Cambridge - Duty Counsellor

IGC 2022

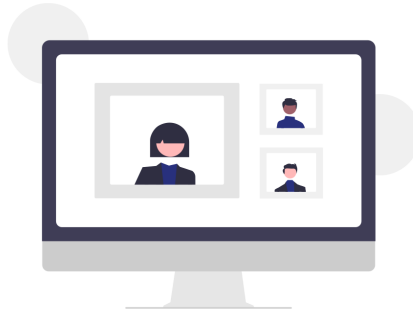


**PGF SERVICES**  
Counselling Advice Support

# Manaaki Tāngata | Clinical Practice and Referrals



Available 8.30am – 5.00pm  
Monday to Friday



Accessible by phone, text,  
email or live chat



Provided to friends, whānau  
and colleagues as well



Culturally appropriate and  
mana enhancing



Free, professional and  
confidential

# Our locations



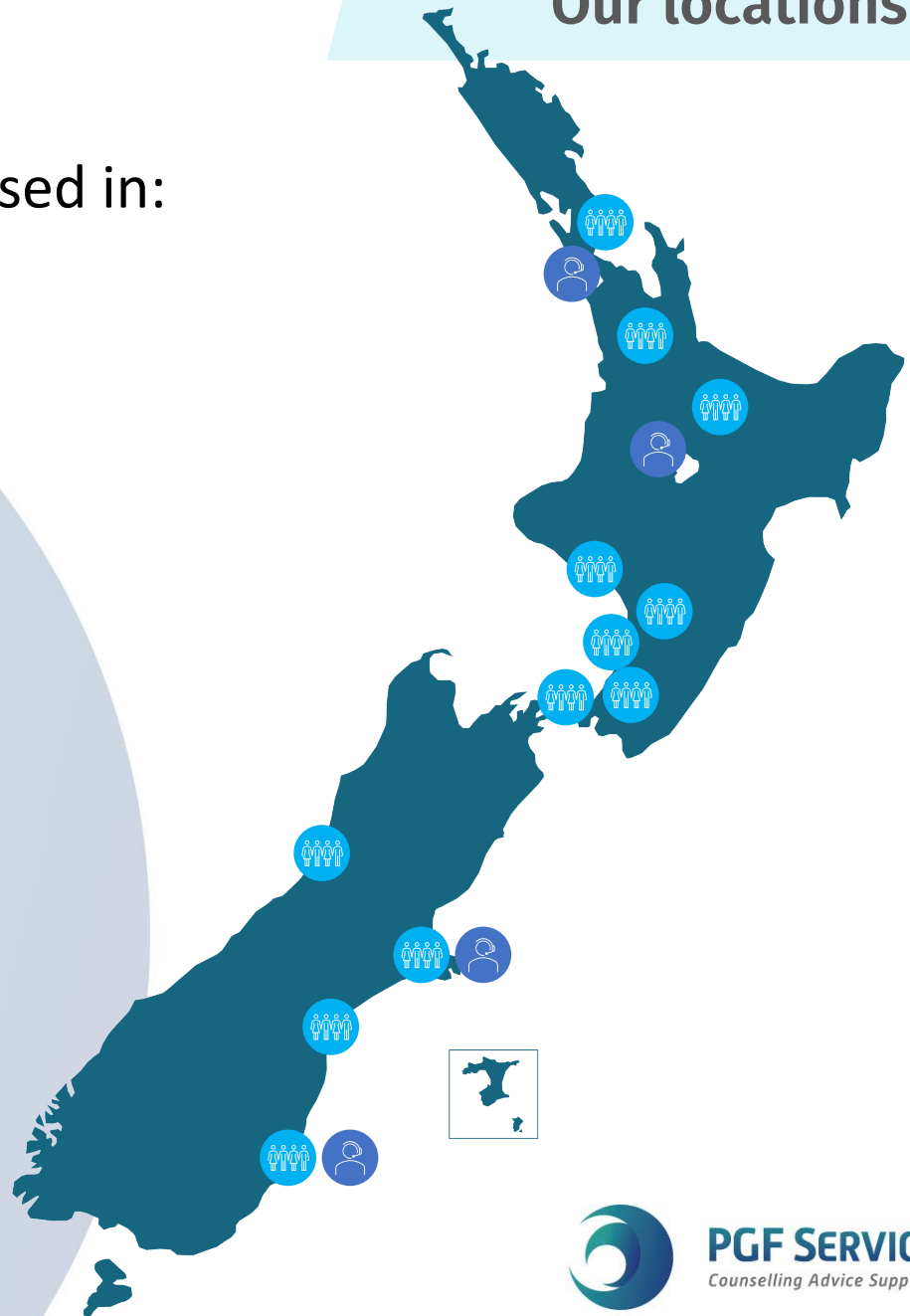
## Duty Counsellors based in:

- Auckland
- Taupō
- Christchurch
- Dunedin



## Co-located staff in:

- Hamilton
- Whanganui
- Palmerston North
- Porirua
- Kāpiti
- Wellington
- Christchurch
- Timaru
- West Coast
- Dunedin



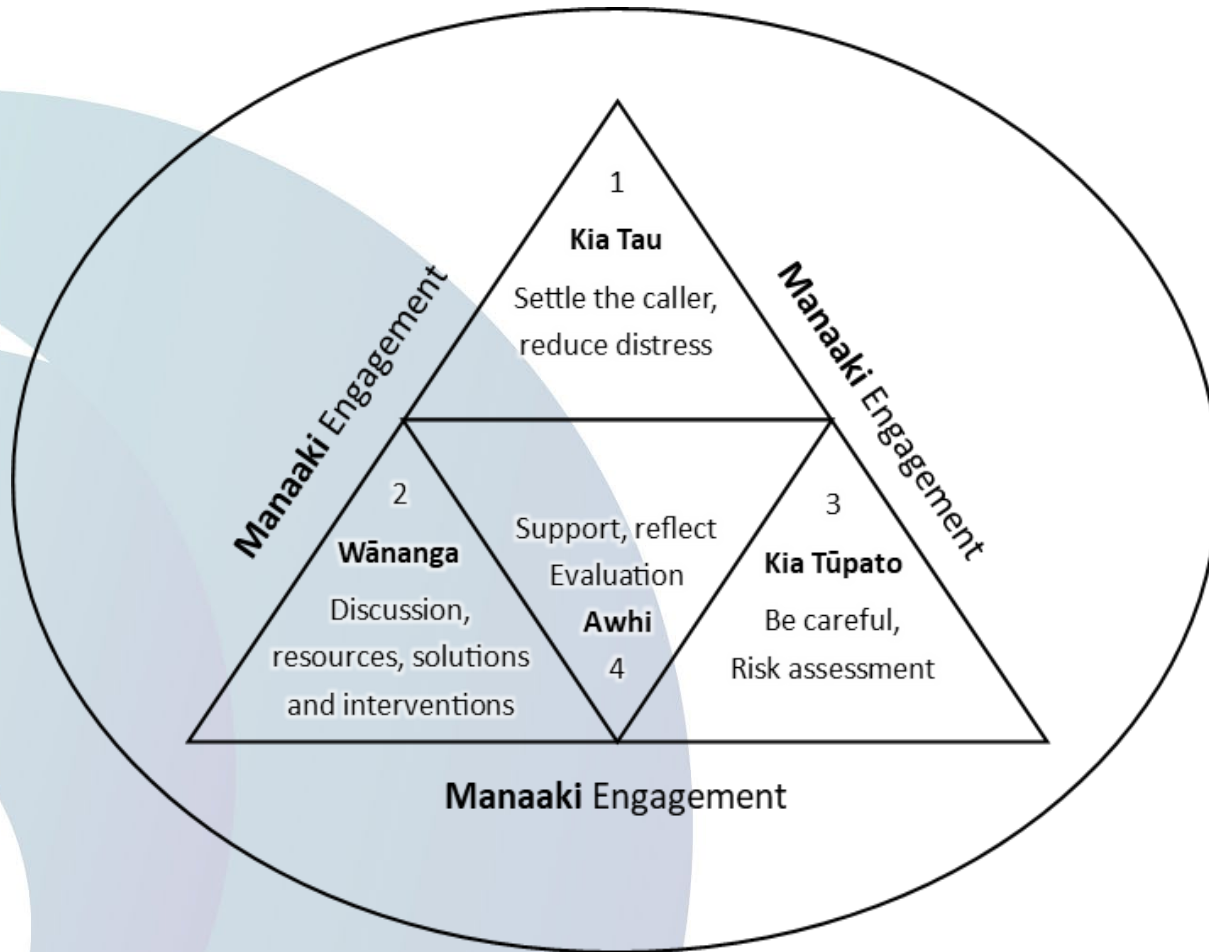
# How we established the duty team

- Skills required for the role
- Acknowledged current skills
- Agreed training needs
- Engaged specialist support

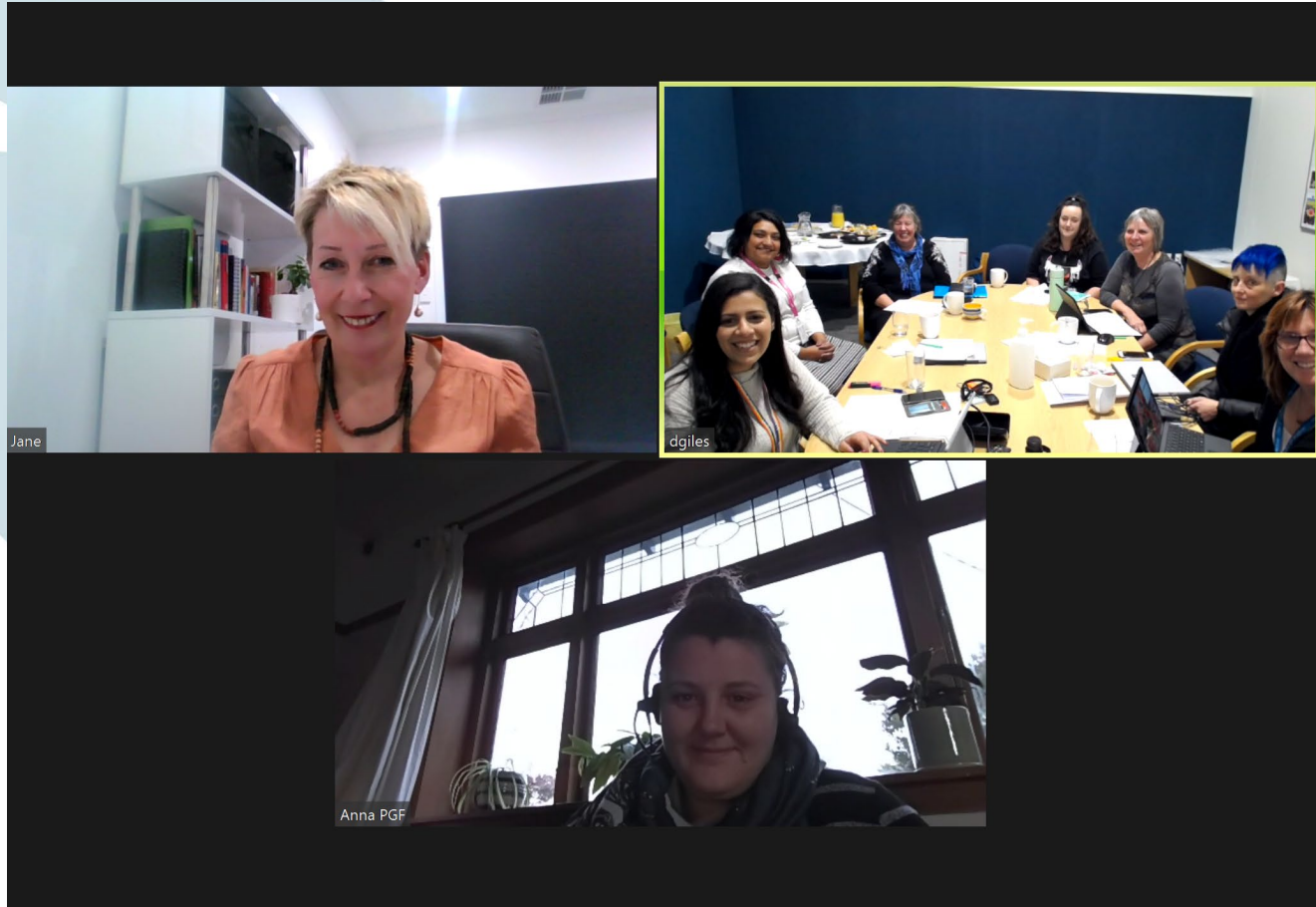
# Benefits & challenges

- Getting people on the same page
- Staff are at different stages of work life
- Professionally, personally, culturally
- Lack of visual cues means listening differently

# Our model of practice



# We worked together



# Kia tau – settle

## Settle the caller reduce the distress

- Normalise distress
- Reduce shame
- Allow contact to regain rational thinking
- Congratulate contact for reaching out
- Tapu to Noa (safe space to talk)
- Provide hope



# Manaaki - Engagement

**Develop a strong and empathetic therapeutic alliance – maintain connection and build rapport**

- Introduce yourself and your role
- Be present to immediate needs and expectations
- Establish caller's expectations – what they are hoping to get out of call
- Use light bulb moment – why did you make the call today? (to help focus contact on change process)
- Explore presenting issue and key needs
- Do not encourage in-depth history taking (moving forwards not taking back to past)
- Reflection, listening and paraphrasing

# Wānanga - Discussion

## Resources/solutions/interventions

- Te Whare Tapa Whā (Holistic approach)
- Identify stage of change / motivational interviewing
- Relapse prevention & coping strategies
- Psychoeducation
- Harm reduction strategies/ including finances
- Problem-solving
- Explore support options
- Referral options



# Kia Tūpato – caution

## **Be careful/risk assessment**

- Normalise asking about risk
- Build an understanding of immediate situation
- Consider co-existing problems
- Previous strategies / help options

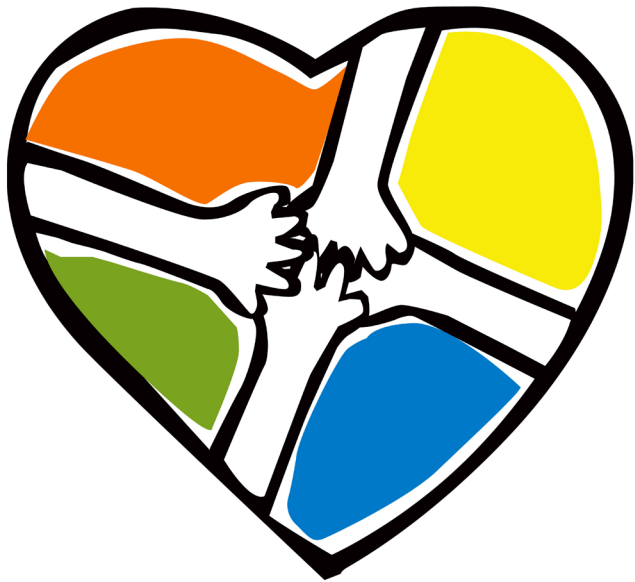
# Awhi - Embrace and hold

## Support/reflect/evaluation

- Review next step – including referral internal/ external
- Ensure caller comfortable with plan /go at caller's pace
- Ask caller to express confidence level in taking next step
- Acknowledge any ambivalence / anxiety which can be normal
- Ask caller to articulate next steps
- Offer 7-day call back, explore gambling safety plan and self-care plan



# Help Seeking and Engagement



- Taking a mana enhancing approach to engagement has increased our attendance rates and Whaiora satisfaction.
- We are aware that 80% of gamblers do not seek help. Various reasons for this include stigma plus guilt and shame as well as readiness to change.
- Of those not seeking help from gambling services, some find their own way or may use other supports i.e., a 12-step programme or church-based support.
- Offering a variety of ways to contact also removes some of the barriers, especially in these more recent times because of Covid i.e. chat, text, email.

# Duty of care and the counsellor

- This may go without saying and yet....within the Model of Care we also have a duty of care for the duty counsellor
- The sharp end of the wedge means we are listening to clients with a higher % of anxiety and CEP, suicidal ideation, anger, disappointment and loss of hope
- As duty counsellors we often work in isolation, managing people's emotions, and then translating that into help
- Administration of work roles, calendars, and is often behind the scenes

**Self-care** is identified as a vital component.

# Ko wai mātou | Who we are



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



**Mapu Maia**  
*Providing Help. Enriching Lives.*



**PGF SERVICES**  
*Counselling Advice Support*



**PGF GROUP**

Healthy and resilient communities in a just society

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



**PGF SERVICES**  
*Counselling Advice Support*

**0800 664 262**

to speak to a duty counsellor

**referrals@pgf.nz**

for email support

**www.pgf.nz/referrals**

to make a referral

[fiona.cambridge@pgf.nz](mailto:fiona.cambridge@pgf.nz)

[denise.giles@pgf.nz](mailto:denise.giles@pgf.nz)

