



## GCCRS Advisory Committee

<b>SUBJECT</b>	<b>Meeting Minutes – 12 December 2020</b>
<b>PRESENT</b>	Ingrid Bayliss (Chair), Miriam Dean (Barrister Director), Tania Williams (General Manager, Engineering NZ), Tom McBrearty (Chair, Homeowner Advisory Group), James Beard (Treasury), Lucy D’Aeth (Chair, Wellbeing Advisory Group)
<b>IN ATTENDANCE</b>	Darren Wright (Director, GCCRS), Elsa Marshall (Administrator, GCCRS), Sid Miller (Chief Executive, EQC), James Caldwell (Principle Advisor, Government Centre Dispute Resolution, MBIE), Ankit Kishore (Policy Advisor, MBIE), Edward Butler (Solicitor, MBIE)
<b>APOLOGIES</b>	Casey Hurren (Chief Executive, Southern Response)

### 1. Meeting Administration

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#### 1.1 Conflicts of Interest

1. No new conflicts of interest arose.

#### 1.2 Minutes and Actions

1. It was noted that previous minutes of the Advisory Committee of 08 September 2020 were circulated to members for electronic confirmation, and that publication on the GCCRS website had been done within 20 working days of the meeting date.
2. Key points and actions from the previous meeting were reviewed and acknowledged.

### 2. Operational Update

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#### 2.1 GCCRS Operational Update

1. The GCCRS October 2020 Director’s Report was taken as read and discussed with members. Data on EQC has now been included in the Directors Report.
2. It was noted that demand for the service remains very strong; September saw 172 new cases into the service. This is reflected in the high amount of cases per category, however time in each category is decreasing.
3. The proportion of cases in the on-sold category compared to non on-sold claims remains approximately half and half.
4. The GCCRS exit survey result remains positive; a slight decrease in the improvement in homeowner wellbeing was recorded. This may be due to other factors such as Covid-19 and will continue to be monitored closely.
5. A staff update was provided to the Committee.
6. An increase in Engineering New Zealand initial appraisals has been noted.

#### 2.2 GCCRS Case Closure Policy

1. The GCCRS Case Closure Policy was discussed with the Committee.

## **2.3 Future of the HOAG and the EQC Claimants Reference Group**

1. An update on the disbandment of the Claimants Reference Group was provided to the Committee. It was noted the new National Service is intended to be launched early 2021.
2. The GCCRS will continue to provide secretariat services to the Homeowners Advisory Group.

## **3. Advocate Regulation**

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### **3.1 Advocate Regulation**

1. Background information on the recommendations from the Public Enquiry into The Earthquake Commission that started the work into advocate regulation was provided to the committee.
2. The Work-plan was discussed with the Committee and input was provided by members.

## **4. Treasury Update**

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### **4.1 Treasury Update**

1. The Treasury are working on the review of the EQC Act as part of the accepted recommendations in the Public Enquiry into The Earthquake Commission.

## **5. Advisory Group Updates**

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### **5.1 Wellbeing Advisory Group Update**

1. It was noted the flowchart for progressing the most complex cases is in progress. This will involve work to link in with specialist mental health services and the Privacy Commissioner.
2. The Wellbeing Advisory Group noted that some homeowners were experiencing impacts from the changes in approach by EQC.

### **5.2 Homeowner Advisory Group Update**

1. It was noted the EQC Claimant Reference Group has been disbanded to be replaced by a National Reference Group.

### **5.3 Legal Advisory Group Update**

1. The very high success rate for IDRS Facilitations was noted; 100% of Facilitations settled before or during facilitation in the third quarter.

### **5.4 Engineering Advisory Group Update**

1. An ENZ staff update was provided to the committee.
2. The Engineering Advisory Group have extended a permanent invite to the Homeowners Advisory Group to attend their bi-monthly meeting.
3. It was noted ENZ are continuing to receive challenging engagements from the CEIT.

## **6. Meeting wrap up**

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### **6.1 Review of Agenda**

1. The next Advisory Committee Meeting date was agreed for **Tuesday 02 March 2021**.

**The meeting closed at 2.50pm**