



# Greater Christchurch Claims Resolution Service

## GCCRS Homeowners Advisory Group

<b>SUBJECT</b>	<b>Meeting Minutes – 28 January 2019</b>
<b>PRESENT</b>	Tom McBrearty (Chair), Jo Petrie, Melanie Bourke, Linda Ngata, Phillipa Moore, Dean Lester, Lucy D'Aeth, Ali Jones
<b>IN ATTENDANCE</b>	Darren Wright, (Director, GCCRS)
<b>APOLOGIES</b>	John Paterson

### 1. Meeting Administration

#### 1.1 Conflicts of Interest

Issues which may constitute a conflict of interest were discussed and clarified. No conflicts of interest arose.

It was noted that Lucy D'Aeth represents both the CDHB Psychosocial Committee and the GCCRS Wellbeing Advisory Group as chair of both committees. A formal joint meeting of both committees will be scheduled in the coming weeks. It was noted that links and collaboration between both groups would further address matters affecting city-wide, interconnected issues.

#### 1.2 Minutes and Actions

It was agreed that Minutes from the Homeowners Advisory Group will be approved electronically by all members and published on the GCCRS website no later than 10 days after the meeting date.

#### 1.3 Review Terms of Reference

It was agreed that members would review the Terms of Reference (ToR) and would confirm their acceptance no later than 5.00pm Friday 1 February 2019. It was agreed that the confirmed ToR would be published on the GCCRS website.

### 2. Operational Update

#### 2.1 GCCRS Update

GCCRS Report Data as at 25 January 2019 was presented.

The following points were discussed:

- GCCRS case development,
- Demographic of GCCRS walk in cases,
- Complexity of cases and transfers from RAS,
- GCCRS staffing update,
- Engineering NZ panel and referral process.

The first GCCRS Legal Advisory Group Facilitation was held in December 2018 with a resolution reached for the homeowner. The members noted the importance of monitoring the Facilitation outcome against a number of key markers:

- Homeowner feedback
- Settlement outcome
- Process duration and ethics

It was noted by the members that ongoing evaluation of GCCRS is a priority with particular emphasis on the following:

- assessing both immediate and long term impact on homeowner resolution,
- that wellbeing markers be kept at the forefront of time specific evaluation processes,
- ensuring continued professional development of panel members

It was noted by the members that a statistical evaluation of claim settlement categories within GCCRS be made available, in order to define the agreements reached when a case is closed.

## **2.2 Customer Charter**

The Customer Charter was reviewed and updated to reflect the GCCRS Homeowners Advisory Group ToR.

## **2.3 GCCRS Homeowner Advisory Group Bio's**

It was noted that members of the Homeowners Advisory Group will provide bios in view of publication of member's background on the GCCRS website.

## **2.4 General Business**

A number of organizations have indicated their interest in meeting the GCCRS Homeowners Advisory Group, including LINZ, the Ministry of Justice and the head of the Public Enquiry into EQC, Dame Silvia Cartwright. Dame Silvia met with Darren and visited GCCRS offices on 22 January to discuss the mandate of the Public Enquiry and share insights from GCCRS that would be mutually useful. The enquiry aims to have an interim report by June 2019.

## **2.5 Meeting Schedule**

Dates of the 2019 GCCRS Homeowners Advisory Group were reviewed and it was agreed that the next meeting is on Monday 25 March 2019.

The meeting closed at 11.08 am.