



# Greater Christchurch Claims Resolution Service

## GCCRS Wellbeing Advisory Group

<b>SUBJECT</b>	Meeting minutes – 15 June 2022
<b>PRESENT</b>	Lucy D’Aeth (Chair), Tom McBrearty (Chair, GCCRS HOAG), Franziska Kerdelmidis (Pathways)
<b>IN ATTENDANCE</b>	Darren Wright (Director GCCRS), Elsa Marshall (Administration GCCRS), Nathan Davis (Southern General Manager, Pathways), Gemma Wiig (MBIE)
<b>APOLOGIES</b>	Paul Saunders (Community Mental Health Service), Greg Hamilton (CDHB), Jackie Moore (Wellbeing Support)

### 1. Meeting Administration

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#### 1.1 Welcome & Karakia

#### 1.2 Conflicts of Interest

1. No new conflicts of interest arose.

#### 1.3 Minutes and Actions

1. The previous minutes of the Wellbeing Advisory Group from 17 March 2022 were circulated to members for electronic confirmation and publication on the GCCRS website had been completed within 20 working days of the meeting date.
2. Actions from the previous meeting were reviewed and progress noted.

### 2. Operational Update

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#### 2.1 GCCRS Operational Update

1. The June 2022 GCCRS Directors Report was not available for this meeting and will be circulated electronically for the members to provide questions and comments on.
2. It was noted the GCCRS had reached under 700 open cases at the end of May and has now reached the significant milestone of over 3000 closed cases.
3. A staffing update was provided to the group; the GCCRS will decrease to 10 case managers at the end of June 2022. This decrease in staff numbers is expected to impact closure rates as remaining case managers get up to speed on the cases handed over to them.
4. It was noted that for all questions in the GCCRS Satisfaction survey, 100% was scored in all sections. This means respondents either ‘agreed’ or ‘strongly agreed’ with each of the survey questions.

## **2.2 NZCRS Update**

1. A confidential update on the proposed New Zealand Claims Resolution Service was provided. This update included items on the advisory committees, the Natural Hazards Commission, and the scope of the service.

## **2.3 Workplace Wellbeing**

1. Staff illness in the GCCRS and other agencies the GCCRS works closely with are causing some delays.
2. Wellbeing support from Jackie Moore has been available to GCCRS staff from the office.
3. it was noted Pathways have been available from the GCCRS office for a half day every week.

## **3. Pathways Update**

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### **3.1 Pathways Update**

1. A staff update was provided; Franziska Kerdelmidis has taken over from Glenda Prendergast.
2. The full Pathways report will be available in the GCCRS Directors Report. This report highlights the harder decisions those being supported by Pathways are required to make.
3. Pathways have noted an increase in referrals from the cases that have been handed over to new case managers from the 3 outgoing case managers.

## **4. Review of Agenda**

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### **4.1 Review agenda and proposed meeting dates and items.**

1. The next meeting will be arranged for the September 2022; this meeting may be brought forward to be in line with other advisory group meetings.

### **4.2 Karakia**